Gap Analysis Matrix

Focus Area/Process:

Key Aspects* *These aspects are just suggestions. Populate this column with the most relevant aspects of the issue.*	Current State (What's happening now?)	Desired State *(Target Condition, what do we want to happen?)*	Gap Definition *(with metric)* *(Ex: Increase accuracy from 75% to 100%)*	Root Cause(s) *The 5 Whys Tool is useful in identifying root causes.*	Possible Strategies *(not to be completed until after root causes are identified)*
People					
Place					
Process					
Product/Service					
Equity					

2/3/19