

PROCESS GAP ASSESSMENT

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Replace this area

Define the process failure, measure its effect, identify the gap, and assign corrective action without turning the review into a blame exercise.

1. Gap Snapshot

Gap / Issue Title

Date Identified

Reported By

Department / Process

Process Owner

Priority

Current Status

Target Resolution Date

Brief Description

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2. Current State vs. Expected State

Current State

Expected State

Specific Gap

3. Impact and Evidence

Customer / client impact

Financial impact

Compliance / legal risk

Delay or rework

Training impact

Data / quality impact

Reputation risk

Evidence / Examples

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4. Gap Classification and Cause

Procedure missing

Procedure unclear or outdated

Ownership unclear

Training / knowledge gap

System limitation

Communication / handoff failure

Capacity constraint

Quality-control failure

Other

Contributing Factors / Root Cause

Immediate Containment

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5. Corrective Action Plan

Action 1 - Action / Owner / Due Date / Success Measure

Action 2 - Action / Owner / Due Date / Success Measure

Action 3 - Action / Owner / Due Date / Success Measure

Action 4 - Action / Owner / Due Date / Success Measure

6. Validation and Closeout

Validation Method

Validation Date

Result

Follow-Up Required

Approved By

Closure Date

Lessons Learned