



*Training Course:
Quality Gap Analysis*

*7 - 11 September 2026
Kuala Lumpur (Malaysia)*

Training Course: Quality Gap Analysis

Training Course code: MA236485 From: 7 - 11 September 2026 Venue: Kuala Lumpur (Malaysia) - Training Course Fees: 5775 € Euro

Introduction

In today's competitive and compliance-driven environment, organizations must continuously evaluate and enhance their quality systems to meet international standards and stakeholder expectations. Quality Gap Analysis is a critical methodology that enables organizations to assess the difference between current performance and desired quality benchmarks, identifying areas for improvement and ensuring alignment with best practices.

Objectives

By the end of this training program, participants will be able to:

- Understand the concept and importance of Quality Gap Analysis in organizational performance.
- Identify gaps between current practices and international quality standards.
- Apply structured methodologies to conduct effective gap analysis.
- Utilize tools and techniques for data collection, assessment, and reporting.
- Develop actionable improvement plans to close identified gaps.
- Align quality practices with organizational strategy and compliance requirements.

Target Audience

This program is designed for:

- Quality Managers and Quality Assurance Professionals
- Internal Auditors and Compliance Officers
- Process Improvement Specialists
- Operations and Project Managers
- Consultants and professionals involved in quality systems

Outlines

Day 1: Fundamentals of Quality Management & Gap Analysis

- Introduction to Quality Management Systems QMS
- Key quality concepts and principles
- Overview of international standards ISO 9001 and others
- Understanding Gap Analysis: definitions, purpose, and scope
- Types of gaps: compliance, performance, process
- The role of gap analysis in continuous improvement

Day 2: Gap Analysis Frameworks and Methodologies

- Structured approaches to gap analysis
- Defining current state vs. desired state
- Identifying benchmarks and standards
- Tools for conducting gap analysis checklists, matrices, SWOT
- Data collection techniques and validation
- Risk-based thinking in gap assessment

Day 3: Conducting Effective Gap Analysis

- Step-by-step gap analysis process
- Process mapping and workflow evaluation
- Identifying root causes of gaps
- Prioritizing gaps based on impact and risk
- Documentation and reporting techniques
- Practical workshop: conducting a sample gap analysis

Day 4: Developing Improvement and Action Plans

- Translating gaps into actionable plans
- Setting SMART corrective actions
- Resource planning and responsibility allocation
- Monitoring and tracking progress
- Integration with internal audit and quality systems
- Case study: successful gap closure strategies

Day 5: Implementation, Monitoring, and Continuous Improvement

- Implementing improvement initiatives
- Key Performance Indicators KPIs for quality improvement
- Continuous improvement models PDCA Cycle, Kaizen
- Preparing for external audits and certifications
- Final workshop: full gap analysis project simulation
- Assessment and feedback

Registration form on the Training Course: Quality Gap Analysis

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