

**ASSESSMENT # 11****Total Marks: 30**

- 1. Provide short answers for the following questions: (15)**
  - i.** What is gap analysis?
  - ii.** Why gap analysis is considered useful?
  - iii.** What are the five basic steps in the gap analysis process?
  
- 2. Provide two samples of situations where the ‘five whys’ technique could be put to use. Write the five questions and answers for each of these scenarios. (7)**
  
- 3. Explain the role of SWOT analysis in process improvement. Create a sample of a SWOT analysis table for a figurative business-related project. (8)**