



Process Improvement with Gap Analysis Workshop

REGISTER BY June 21, 2017 @ [ARC Train2Gain Registration](#) or Contact Debra Fox
(debra.fox@arcbus.com)

Date: Wednesday, June 22, 2017

Time: 8:30 a.m. to 4:00 p.m.

Location: ARC Business Solutions
Suite 2507, TD Tower

10088 – 102 Ave. NW Edmonton AB
Canada

Fees: ARMA Member \$144
Discount code:
ARMAmember

Non-member \$180

Charles Kettinger, an inventor for General Motors, once said, “A problem well-stated is half-solved.” A gap analysis can help you define problems and identify areas for process improvement in clear, specific, achievable terms. It can also help you define where you want to go and how you are going to get there.

This one-day course will give you the skills you need to perform an effective gap analysis that will solve problems, improve processes, and take your project, department, or organization to the next level.

What Will Students Achieve:

- ✓ Define the term “gap analysis”
- ✓ Identify different types of gap analyses
- ✓ Perform all stages of the gap analysis process

What Topics are Covered:

- ✓ What is Gap Analysis?
 - The Gap Analysis Process
 - Supporting Tools
 - Creating a Gap Analysis Report

About the Presenter: Donna Molloy

Donna Molloy is an experienced records and information management professional who has used business process mapping to identify process improvements for a number of organizations. Donna has experience facilitating courses at all three post-secondary institutions and enjoys developing customized training solutions. In addition to degrees in public administration and library science, she recently completed a certificate program in adult learning.

Event Coordinator Contact: Debra Fox, 780.702.5022 Ext. 220 or debra.fox@arcbus.com

Cancellation Policy: A full refund if you cancel this registration with a **minimum of 5 business days'** notice prior to the first day of this course

Recommended by:

