

ShopWorld Gap Analysis

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After designing the **As-Is** and **To-Be** processes for ShopWorld's inventory tracking and management, I conducted a **gap analysis** to identify the key differences between the current state and the desired future state.

This analysis helped me uncover what is missing, what must change, and how the proposed solution will **bridge those gaps** effectively. It clearly shows how the new system addresses existing pain points and improves operational efficiency.

Current State (As-Is)	Future State (To-Be)	Identified Gap	Action / What Must Change
Stock is tracked manually using paper or Excel	Stock is tracked in real-time using barcode scanning and system database	Manual tracking is slow, error-prone, and causes delays	Introduce barcode scanners and automated inventory software; train warehouse and sales staff
No alert system when stock is low	System sends automatic alerts when items drop below threshold (e.g., 200 units)	Staff often discover stockouts late	Set threshold values in system and enable automated email or system alerts
Different departments work with outdated or separate records	All departments (Sales, Procurement, Warehouse, Store Manager) access a unified inventory database	Lack of coordination, duplicate entries, conflicting data	Create a centralized inventory system with role-based access for each department
Sales staff manually calculate and record sales	Sales staff scan products, system auto-calculates total and adjusts stock levels	Errors in sales records and inventory mismatch	Implement POS with barcode integration and inventory sync

Procurement relies on informal or outdated stock info to reorder	System generates reorder reports based on real-time data	Reorders are inaccurate or late	Automate reorder report generation and notify procurement team promptly
No visibility into fast/slow selling products	Dashboard shows item performance monthly	Decisions are not data-driven	Design dashboards showing item trends, to guide restocking and marketing
Procurement/store manager manually track what to restock	System sends full reorder documentation	Time-consuming and prone to oversight	Automate reporting, train users to interpret and use documentation