

GAP Analysis

Do not take proper measures to follow FDA regulations and hygiene practices

Take proper measures to follow FDA regulations and hygiene practices

Performance Gap

Wendy's Fast Food Restaurant Company

Wendy's Fast Food Restaurant Company

Capabilities Gap

Customers do not get clean and good quality food

Customers get clean and good quality food

It is observed that majority of the customers visiting Wendy's experience unhygienic and bad quality food and restaurants on busy highways have huge waiting time

Re- engineering is required to make an improvement based on customer feedback

