**B.Tech(ECE)-QUANTUM UNIVERSITY-1-Task6-**

**Select a real-time use case and identify the skills gap in it. Prepare a gap analysis table  
based on your findings. Showcase the skills developed through design thinking when  
addressing the identified gaps**

**Real-Time Use Case: Digital Transformation in a Mid-Sized Retail Company**

**Scenario**

A mid-sized retail company is upgrading from a **manual inventory management system** to a **digital inventory system** to enhance:

* **Supply chain efficiency**
* **Real-time stock tracking**
* **Error reduction**

**Skills Gap Analysis Table**

|  |  |  |  |
| --- | --- | --- | --- |
| Identified Gap | Impact on Transition | Required Skills | Existing Deficiency |
| Resistance to change | Employees hesitant to adopt the system, slowing implementation. | Adaptability, change management | Fear of technology, reluctance to change |
| Limited technical skills | Employees struggle to navigate the system, leading to inefficiency. | Digital literacy, software proficiency | Lack of exposure to digital tools |
| Weak problem-solving | Dependence on IT support for minor issues, causing delays. | Critical thinking, troubleshooting | Lack of independent issue resolution skills |
| Ineffective communication | Misunderstanding of system instructions, creating confusion. | Active listening, clear communication | Difficulty in conveying technical details |

**Bridging the Skills Gap Using Design Thinking**

**Design thinking** provides a **human-centered approach** to overcoming these skill gaps and driving successful digital adoption.

**1. Empathize – Understand Employee Concerns**

* Conduct surveys, interviews, and workshops to **identify challenges** employees face in adapting to the system.
* **Skills Developed:** Active listening, empathy, user-centric thinking

**2. Define – Identify Core Issues**

* Analyze responses to pinpoint **fears, technical limitations, and training gaps** preventing smooth adoption.
* **Skills Developed:** Problem-solving, analytical thinking, precision in defining challenges

**3. Ideate – Develop Training Strategies**

* Brainstorm **creative solutions** like:
  + Gamified training programs
  + Peer mentorship & knowledge-sharing sessions
  + Hands-on workshops
* **Skills Developed:** Creativity, collaboration, effective brainstorming

**4. Prototype – Implement Small-Scale Training**

* Launch **pilot training sessions** with **interactive learning modules** for employees.
* **Skills Developed:** Experimentation, iterative learning, hands-on technical training

**5. Test – Evaluate and Improve**

* Gather **employee feedback**, refine the training approach, and optimize learning strategies.
* **Skills Developed:** Adaptability, feedback analysis, continuous improvement

**Conclusion: Ensuring a Smooth Digital Transition**

By applying **design thinking principles**, the company can **bridge the skills gap** and ensure employees:

* Adapt quickly to the new system
* Enhance their digital literacy
* Improve problem-solving and communication