

ACT: GAP ANALYSIS

LINK EVALUATION BACK TO YOUR BALANCED SCORECARD

Workplace education programs measured	Balanced Scorecard Category	Balanced Scorecard Metrics	Evaluation	Target	Gap
Stage Gate Process Training	Internal business process	Defect rate	reduced to .8	0.5	0.3
"Communicating Benefits and Closing Sales "	Customer	Market share	up to 29 per cent	28%	achieved
Six Sigma Training	Financial	ROI base of 15 per cent	"Highlight Benefits to Customer" course		achieved
Change Management Course	Learning and Innovation	Employees satisfied with courses	12 per cent		
Literacy		Level 3 literacy rates	80 per cent of employees achieve this	90 %	10 %