

The Gap Framework for Quality

The Gap model identifies five distinct times in your organization when there might be a difference, or a gap, between how you manage quality and how you should be managing quality. Closing these five gaps will improve quality when designing and delivering products to your customers.

Here's a quick description of each of the five gaps:

Gap 1: the difference between customer expectations and management's perception of what those expectations are

Gap 2: the difference between management's expectations of quality goals and how they are translated into production specifications

Gap 3: the difference between production specifications and how work is actually performed

Gap 4: the difference between actual quality levels within the company and what the customer is told about your quality

Gap 5: the difference between customer expectations and how they perceive your quality

The quality goal of all organizations should be to minimize the first four gaps so that Gap 5 is eliminated, which means you are meeting your customer's quality expectations.