

**If you were going to assess the Performance and Opportunity gaps aspects of IBM from a financial and market perspective. Which assessment model would you use (LESAT 2 or Shingo) and why? (Hint: More than one model might be used)**

To effectively assess the performance and opportunity gap aspects of IBM from a financial and market perspective, I would use the Shingo assessment model before using LESAT 2. One of the 4 dimensions of the Shingo assessment model is, continuous process improvement. This dimension focuses on the processes of the organization and finding ways to stabilize and standardize these processes, rely on data and fact, identify and eliminate waste, simplification, and quality. There are many systems or the organization that are assessed as a part of this dimension but most of them are focus on understanding and improving financial aspects of the organization, as well as improving the position of the organization in the market place. Various systems being assessed are; the value and quality of the product or service, product development, as well as continuous improvement of methodology, simplification and process improvements that encourage efficiency, building and strengthening relationships with but customers and suppliers, managing bottle necks, variety reduction and encouraging an open channel of communication with engineers, customers and suppliers stimulating collaboration in product development to improve overall quality of the product or service.