



## PR2: Gap Analysis Methodology and Tool Task 2.3: Design and Development of the Gap Analysis Tool

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## Abbreviations

Abbreviation	Definition
Horeca	Hotels, Restaurants, Café
GA	Gap Analysis
SMEs	Small Medium Enterprises
CE	Circular Economy
WM	Waste Management

## 1. Introduction

The Gap Analysis tool will be an online tool hosted in ADVANCE Online Platform (PR5) that will be used as a mechanism in which target groups will be enabled to assess their overall competences, capability and skills on Circular Economy and Food Waste Management processes. The tool will be interactive, user friendly and will be used by representatives from the selected municipalities and Horeca SMEs to assess their status in relation to the transition in Circular Economy, comparing current and required, according to the EU targets described in the EC Directives 2018/850 and 2018/851, waste management practices relevant to food waste and the Baseline Assessment results (PR1).

Through this tool the target groups will have the chance to measure their current degree on Circular Economy and Food Waste Management procedures and be redirected to what actions shall be taken and what theory and practice should study and follow, in order to approach more to the EU targets and waste management practices. That means that Circular principles, methodologies, best practices and success stories will be identified, evaluated and used in such manner in order a set of requirements to be created against which each representative will be able to quantify its Circular performance.

In that context, the task 2.3 will detailing the technical design and approach and aims to ensure that the GA Tool structure, approach and applied tools correspond with the project target groups' needs.

## 2. Online presence

The GA Tool will be part of the PR2: Gap Analysis Methodology and Tool and will be the first step/action a user should implement to start the ADVANCE process.

- It will be directly connected with the project's website: <https://www.advance-foodwaste.eu/>
- It will be part of the Gap Analysis Methodology and Tool (PR2), which will be hosted on: <https://www.advance-foodwaste.eu/index.php/gap-analysis-methodology-and-tool/>
- The User will be recommended to follow:
  - 1) relevant steps from Development of ADVANCE Roadmap (PR3) and
  - 2) the learning pathway through the ADVANCE Course (PR4)

## 3. Graphical and Technical-related Issues of the Tool

### 3.1 Graphic Design

The GA Tool will be designed according to the following results, based on the evaluation of other self-rate tools by the partners:



- Straightforward and high-quality design, in order to be motivational and appealing for the user.
- An easy, practical back and forth navigation system, comprehensive structure, and few pages format
- Compliant colours, explanatory diagrams, and pictures.

### 3.2 Technical features

What a user can see, while accessing the GA Tool, is a simply structured but very well designed, immediate, understandable, and efficient user interface.

- Simple, lightweight, efficient, compatible, low-tech browser interface.
- Emphasis will be given on strong security throughout. Forms will all be checked, data will be validated, cookies will be encrypted etc.
- Learners will be able to access the GA Tool using all common browser, including Internet Explorer, Mozilla, Firefox, and Safari for the MacOS.
- The GA Tool will have user accessibility features.

### 3.3 Languages

- The GA Tool will be implemented in 5 different instances, one for each EU language: English, Greek, Dutch, Serbian, and Croatian.
- The addition of other languages is technically possible.

### 3.5 Access

The user/visitor is not obligated to create a New Account, before accessing the GA Tool. The tool will be accessible by any visitor. The results of the GA Tool will not be stored into a personal account but will be downloadable locally.

### 3.6 Installation & Operability

The GA Tool will be directly connected with the project's website

- It will be hosted in the following subdomain: <https://www.advance-foodwaste.eu/index.php/gap-analysis-methodology-and-tool/>
- The tool will be installed and hosted on an outsourced webserver in Europe
- First, a beta version will be released, and after the test phase, the final version of the will be released.
- During Beta version and the test phase the access to the content of the GA Tool will be limited.

- Migration to other servers will be possible but with specific requirements.
- The GA Tool will be designed and programmed in a responsive way, allowing proper operation on various mobile devices and on various common web browsers.
- The GA Tool will be part of the overall project website’s Google Analytics Tool. Various reports will be available for the partners with Google Analytics.
- EUGENE will design, develop, and write code following best practices for an accessible website and tool, without losing flexibility and attractiveness.
- EUGENE will work and implement the software according to EACEA rules and policies provided here: [https://www.eacea.ec.europa.eu/about-eacea/visual-identity/visual-identity-programming-period-2021-2027\\_en](https://www.eacea.ec.europa.eu/about-eacea/visual-identity/visual-identity-programming-period-2021-2027_en)

## 4. The GA Tool structure

The structure of the GA tool will be, as follows:

1. Short introduction - purpose and methodology of the tool
2. Self-assessment questions (main body)
3. Result-Risk Maturity Spider Rating (scoring)
4. Action plan – Redirection to Roadmap (PR3) and ADVANCE Course (PR4).

### 4.1 Short Introduction

The first page of the tool will give to the user a short introduction for the GA Tool, its use and objectives and procedure that the user will follow. The introduction will include text, images, and explanatory diagrams if necessary.

### 4.2 Organisation branch selection: HoReCa SMEs or Municipalities

The first step of the evaluation process will be the **Evaluation of the Organization**; their overall capabilities, competencies and skills on Circular Economy and Waste Management processes.

The user should first declare the organisation’s business nature.

The person that answers the questions on behalf of the organisation should **choose between 2 main categories**:

1. HoReCa SMEs
2. Municipalities

Depending on the choice, the relevant questions will be displayed.

### 4.3 Evaluation questions for the Organisation

The questions will be divided into 2 Categories (2 Decision Makers) as follows:

1. DM1 - HoReCa SMEs Decision Makers
2. DM2 - Municipalities Decision Makers

**All the questions will have the same form.** They are going to be statements for which the user will choose the following:

- Totally Disagree
- Disagree
- Neutral
- Agree
- Totally Agree

**Each answer will correspond to points** as follows:

- Totally Disagree: 20%
- Disagree: 40%
- Neutral: 60%
- Agree: 80%
- Totally Agree: 100%

**The result will be from 0% to 100%.**



Table 1: Analysis of organisation rates

If an organization achieves **40% (or less) on CE and FWM processes**, this will mean that the whole FWM process is not applicable for this organization.

If a company achieves between **80%-100% on CE and FWM processes**, this will mean that the organization needs no more actions to improve this specific WM process.

In any other case, depending on the organization's result (**41%-79%**), there will be specific suggested actions for the company.

This Action Plan will be in the form of suggestions and plans.

Each FWM activity examined in the tool will have a separate result (%) with the corresponding explanation and the necessary links.

All the FWMs will be represented with a histogram chart.

**The responsible person will confirm the actions that need to be followed and the actions that do not need to be followed, based on the suggested Action Plan and the organization's needs.**

For the convenience of the user, the Action Plan (ADVANCE Roadmap) will have direct links to the PR3: Development of ADVANCE Roadmap. The ADVANCE Roadmap will be also downloadable locally in a pdf form.

#### 4.3 Evaluation questions for the Company's staff

The second gap analysis tool will be the **Evaluation of Knowledge**; the knowledge level of an employee in HORECA sector or in municipal authorities.

This step will be optional and separate from the Organisation's Evaluation, in order the Organisation to be able to make the evaluation so many times as the employees or the workers are. Hence, the person(s) that answer(s) the questions is the interested staff of the main target groups, so he/she should choose between the two (2) following **main knowledge assessment tools**:

1. HORECA SMEs employees/workers
2. Municipalities employees/workers

**All the questions will have the same form.** They are going to be questions for which the user will:

- Totally Disagree
- Disagree
- Neutral
- Agree
- Totally Agree

Each answer will correspond to points as follows:

- Totally Disagree: 20%
- Disagree: 40%
- Neutral: 60%
- Agree: 80%
- Totally Agree: 100%

The result will be from 0% to 100%.

*Table 2: Analysis of employees, workers rates*

If a user achieves **40% (or less)**, this will mean that this employee or worker needs to start learning about the Circular Economy and Food Waste Management from the beginning.

If a user achieves between **80%-100%** this will mean that this employee or worker needs no more studying for improving knowledge and/or skills.

In any other case, depending on the company's result (**41%-79%**), there will be specific suggested Learning Path for the employee or the worker.

The Learning Path will be in a form of suggested units and resources to study. For the convenience of the user, the Learning Path will have direct links to the PR42: ADVANCE Course

Also, the Learning Path will be downloadable locally in a pdf form.

## 5. Visual representation of the GA Tool

The tool will have the following visual representation:

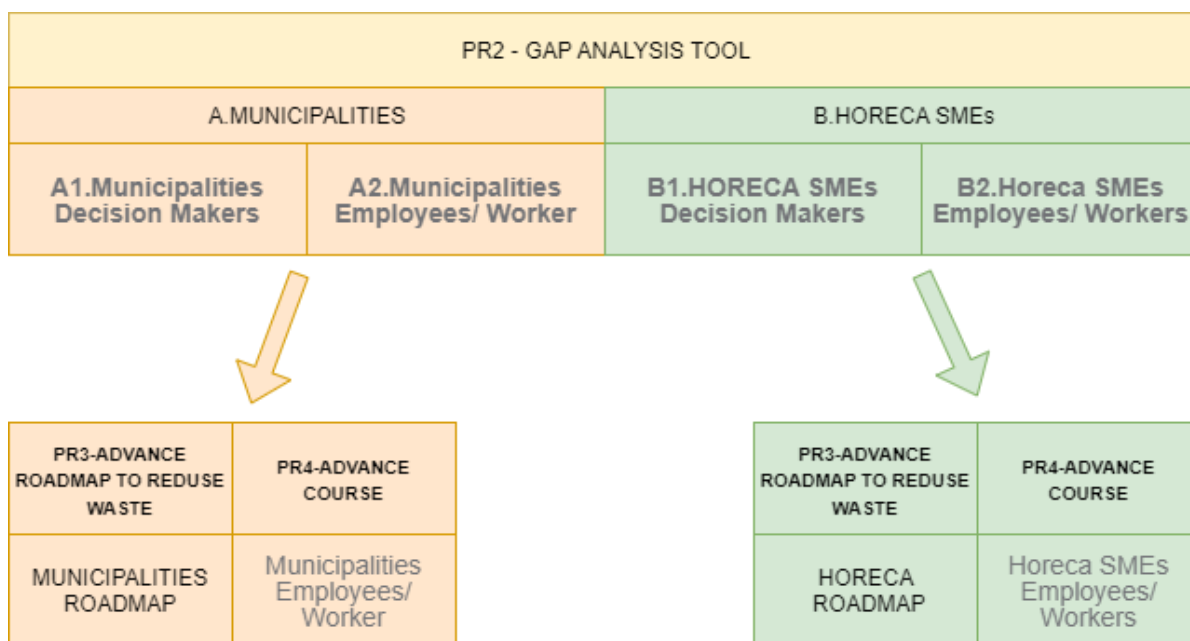


Figure 1. Plan for Gap Analysis Tool

## 6. Development Process

### 6.1 Concept Development and Content Insertion

EUGENE will prepare the technical specifications and requirements of the GA tools and after that will design and develop the tools in English.

All Partners will contribute equally on the development of the GA questionnaires as well as review the questions produced by the rest of the Partners.

Once the tools are developed and the questions are produced, the Partners will conduct internal tests of the tools.

SIGMA BUSINESS NETWORK will gather all feedback and share a feedback report with EUGENE for tool improvements.

### 6.2 Testing

SIGMA will create a questionnaire template for external tests and a feedback report template for external tests. All Partners will organize, manage, and implement external tests with at least

20 participants (except for Horeca Partners, City of Novi Sad and City of Zadar that will do the same for 30 participants) and will deliver the external tests feedback to SIGMA to consolidate all reports for creating a refinement list.

EUGENE will apply the changes on the platform based on the refinement list.