



Certified in Planning and Inventory Management

Requirements, Gap
Analysis, and Selection



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Requirements, Gap Analysis, and Selection

1. Defining Business Requirements

Business requirements describe what an organization needs to achieve through a new system, process, or solution. These requirements focus on expected outcomes such as improved accuracy, reduced lead times, enhanced visibility, or stronger decision-making. In CPIM environments, requirements often relate to planning, inventory control, MRP accuracy, supply chain visibility, and performance improvements. Clear, measurable requirements ensure that solutions align with operational and strategic objectives. Poorly defined requirements lead to system misalignment and implementation failures. Techniques include interviews, observation, and process analysis.

2. Functional and Nonfunctional Requirements

Functional requirements describe what a system must do, such as forecasting, lot sizing, safety stock calculations, and order scheduling. Nonfunctional requirements define system attributes—speed, reliability, security, scalability, and ease of use. Both are crucial for evaluating new planning or ERP systems. In CPIM, understanding functional requirements ensures the chosen solution can support core planning processes, while nonfunctional requirements guarantee long-term usability. Proper documentation ensures vendors understand needs and reduces risk of misinterpretation during implementation.

3. Stakeholder Identification and Analysis

This concept involves identifying everyone affected by the solution—operations, planners, purchasing, finance, IT,

suppliers, and customers. Each stakeholder has unique expectations and constraints. CPIM professionals must assess their influence, needs, and decision-making roles. Stakeholder analysis supports requirement gathering, risk identification, communication planning, and change management. Failure to involve key stakeholders often leads to resistance, misunderstanding, and project delays. Effective collaboration ensures solution acceptance and improves alignment with organizational goals.

4. Current State Process Mapping

Understanding the current state (“AS-IS”) process is essential for identifying inefficiencies, gaps, and improvement opportunities. Tools include flowcharts, SIPOC diagrams, and value stream maps. CPIM professionals analyze activities, data flows, demand signals, manual steps, system integrations, and decision points. Current-state analysis reveals root causes of delays, errors, and waste in inventory, planning, and scheduling. It also establishes a baseline for future improvements. Mapping supports better requirement definition and justifies change.

5. Future State Process Design

Future-state (“TO-BE”) process design defines the improved workflows, data flows, and system interactions needed to meet business objectives. It incorporates automation, better forecasting tools, cleaner data, and improved integration. CPIM professionals design future states based on best practices, lean principles, and system capabilities. The goal is to reduce waste, improve accuracy, strengthen planning, and enable real-time decision-making. Future-state models help stakeholders visualize how the new

process will operate and validate whether the requirements meet the organization's vision.

6. Gap Analysis Methods

Gap analysis compares the current state to the future state to determine what must change. Gaps may include missing system functionality, data inconsistencies, skill shortages, or inadequate process controls. CPIM professionals categorize gaps into people, process, and technology. The results guide improvement plans, system selection, training strategy, and change management. Gap analysis helps prioritize efforts and ensures resources focus on the most critical improvements. It also avoids implementing unnecessary features.

7. Prioritization Techniques

Not all requirements carry equal value. Prioritization techniques like MoSCoW (Must, Should, Could, Won't), weighted scoring, and value-versus-effort matrices help categorize requirements. CPIM environments benefit from prioritizing based on impact on planning accuracy, lead times, inventory levels, and customer service. Prioritization ensures essential functionality is addressed first and prevents scope creep. It also supports transparent decision-making among stakeholders and vendors.

8. Cost-Benefit Analysis

Cost-benefit analysis evaluates the financial impact of proposed solutions by comparing expected benefits—reduced inventory, improved accuracy, lowered labor—to implementation and ongoing costs. CPIM professionals

assess both tangible and intangible benefits. This analysis helps justify investments in new systems, automation tools, or process changes. A thorough cost-benefit evaluation supports strategic planning and strengthens executive buy-in. It also reduces risk of implementing cost-heavy solutions with marginal value.

9. Fit-Gap Analysis for System Selection

Fit-gap analysis evaluates how well a potential solution matches requirements. “Fits” are capabilities the system already provides; “gaps” are missing functionalities requiring customization or process modification. CPIM practitioners use fit-gap results to assess ERP, WMS, DRP, forecasting, or planning tools. The goal is to choose systems with maximum standard functionality and minimal customization. This reduces implementation time, cost, and risk. Fit-gap analysis also exposes integration challenges.

10. Vendor Evaluation and Scoring

Vendor evaluation assesses potential solution providers based on functionality, cost, support, training, reputation, and technology maturity. Scorecards and weighted criteria help ensure objective comparisons. CPIM professionals must evaluate whether vendors understand planning processes such as MRP, DRP, forecasting, and inventory control. A structured evaluation ensures the selected vendor aligns with long-term strategy and operational needs. This process prevents bias and ensures a reliable partner with strong implementation capability.

11. Request for Proposal (RFP) Development

An RFP outlines system requirements, evaluation criteria,

data volumes, workflows, and integration expectations. Vendors respond with solutions, pricing, and implementation details. For CPIM environments, RFPs help ensure accurate comparison of planning and inventory-related features. A strong RFP includes clear requirements, timeline expectations, and data needs. It reduces miscommunication, exposes vendor capability gaps, and ensures competitive cost proposals. RFP quality directly influences system selection success.

12. Change Readiness Assessment

Change readiness assesses how prepared the organization is for transformation. It examines leadership support, workforce skills, process maturity, culture, and capacity for change. CPIM professionals use readiness results to design training, communication plans, and phased implementation strategies. A readiness assessment ensures smoother adoption of new planning systems, forecasting tools, or process improvements. It reduces resistance and lowers implementation risks.

13. Data Requirements and Data Quality Assessment

Understanding data needs—and their current quality—is critical for planning system success. CPIM environments depend heavily on accurate BOMs, routings, lead times, safety stock, master data, inventory records, and supplier data. Data quality assessment identifies inconsistencies, missing fields, inaccurate history, and outdated standards. High-quality data ensures correct planning outputs, while poor data leads to flawed recommendations. Data assessment is a key step before system selection or implementation.

14. Risk Assessment and Mitigation Planning

Risk assessment identifies potential barriers such as system failures, poor adoption, insufficient training, inaccurate data, or budget overruns. CPIM professionals categorize risks based on likelihood and impact. Mitigation strategies include backups, phased rollouts, training programs, testing, and contingency planning. Strong risk management ensures successful process transformation and reduces disruptions in planning or inventory operations.

15. Process Standardization Requirements

Standardization ensures consistent execution across locations, teams, and systems. For CPIM, standardized processes improve planning accuracy, reporting, and supplier coordination. Before system selection, organizations must define standardized workflows such as forecasting cycles, order policies, safety stock methods, and replenishment logic. Standardization reduces complexity during implementation and boosts system performance.

16. Integration Requirements

Integration requirements define how new systems will interact with ERP, WMS, TMS, forecasting tools, or supply chain platforms. Integration is crucial for maintaining real-time data flow and eliminating manual inputs. CPIM professionals must understand message formats, data frequency, security, and system dependencies. Poor integration leads to inaccurate planning outputs, delays, and operational inefficiencies.

17. User Experience and Usability Requirements

A solution's usability affects adoption, productivity, and

accuracy. CPIM systems must offer clear dashboards, intuitive navigation, easy report generation, and fast access to planning screens. Understanding user experience requirements ensures planners, schedulers, buyers, and warehouse teams can effectively utilize the system. Good usability reduces training time and improves decision speed.

18. Training Requirements Assessment

Training needs vary across roles—planners, operators, supervisors, and managers. A training assessment identifies skill gaps and required competency levels. CPIM professionals must ensure training covers system functions, process changes, data entry rules, and analytical tools. Proper training improves adoption, reduces errors, and enhances system ROI. It must also address updates and continuous improvement.

19. Implementation Strategy Selection

Implementation strategies include phased rollout, big-bang, pilot testing, or parallel operations. The right approach depends on system complexity, readiness, and resource availability. CPIM professionals must align implementation strategy with organizational risk tolerance and business priorities. A strong strategy ensures minimal disruption to production, inventory, and customer service.

20. Post-Implementation Evaluation

After implementation, organizations must measure whether the solution meets requirements. Evaluation metrics include forecast accuracy, inventory reduction, service level

improvement, lead time reduction, and user adoption. CPIM professionals also analyze gaps that remain and recommend enhancements. Post-implementation review ensures continuous improvement, captures lessons learned, and validates system effectiveness.

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