

## **Introduction to EFQM Excellence Model**

### **Who shall attend?**

This training has been designed for all professionals who need to understand the model and be able to communicate the benefits to others who are considering its application.

This workshop will be delivered in short taught sections combined with facilitated discussions and exercises

### **Course Methodology**

- Power point presentation
- Brain storming
- Group exercise – Case studies

### **Objectives**

- Provide the delegates a practical explanation of the fundamental principles of Excellence, and how these are reflected in the Excellence Model.
- Explain the SKEA Excellence Model requirements.
- Explain the basics of the RADAR scoring system.
- Review the various assessment methods, and be able to choose the best approach for their organization.
- Show how the outputs of an assessment can be turned into a practical, prioritized, improvement plan.

### **Course Outline**

- What is the Model?
  - How the EFQM model originated
  - Other models associated with the quest for continuous improvement
  - Key criteria: Enablers and results
  - Benefits of using the model
- How the model may be applied to business
  - People issues; leadership, commitment and buy-in
  - 3rd party skills in introducing the model
  - Creating a climate of 'continuous improvement'
  - Case studies
- Maintaining the process

- Methods of assessment and scoring
- Notes of self-assessment

**Pre-requisite**

This course is especially designed for those who do not have any previous experience.

**Duration**

One Day

**Medium of Instruction**

English or Arabic

**Course Material**

Included (Arabic or English)

**Cost**

2,000 Dirham / Participant