

EFQM Principles & Action

Audit & Quality Assurance
Amsterdam (Netherlands)
27 - 31 Jan 2025

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EFQM Principles & Action

Ref: 3131_127863 **Date:** 27 - 31 Jan 2025 **Location:** Amsterdam (Netherlands) **Fees:** 4200 Euro

Introduction

What is the definition of excellence? What are the fundamental concepts that organizations need to embody in order to become excellent? Are there criteria for excellence that an organization can use to assess itself? How to ensure continuous improvement across all aspects of the organization? How to link EFQM in? The EFQM Model was developed to answer all the above questions.

In this course, we will fully explain the EFQM Excellence Model and its 3 main components. Participants will be able to review, reflect on, and practice each component in a group environment. Upon completion, participants will be able to assess their organizations' level of excellence and determine areas for strategic improvement.

Course Objectives of EFQM Principles & Action

- Use self-assessment as an improvement tool
- Develop a roadmap for their organization's action plan
- Prioritize improvement actions to ensure effective use of resources
- Develop a plan to engage people within their organization to drive improvement efforts
- Utilize tools and techniques to improve performance
- Defend EFQM's levels of excellence to determine own goals and aspirations
- Recognize the cultural aspects of excellence to improve nontangible strengths

EFQM Principles & Action Course Outlines

Day 1

The EFQM Excellence Model

- Responding to drivers of change
- The definition of excellence
- The 8 Fundamental Concepts FCs of excellence
- Using the 9 excellence model criteria: model dynamics
- Applying the 5 enablers criteria
- Applying the 4 results criteria
- Integrating of FCs into the model

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- Mapping strategic themes using the model

Day 2

Applying the 'RADAR' Logic for Continuous Improvement

- Elements of 'RADAR': Results, Approach, Deployment, Assess and Refine
- Using RADAR with enablers
- Using RADAR with results
- Identifying organizational strengths and areas for improvement
- Preparing meaningful feedback to management

Day 3

Excellence Achievement and Recognition

- EFQM's recognition schemes and levels of excellence
- Characteristics of excellent and award-winning organizations
- Progressing in the journey to excellence
- Assess and refine attributes

Day 4

Driving Organizational Improvement

- The Change spectrum
- RADARizing improvements
- Criteria for prioritizing organizational improvements
- 'SMART' objectives
- Implementing improvements using the 'DMAIC' methodology
- Cause and effect diagrams
- Understanding your sphere of influence
- Four-step process to analyze problems

Day 5

EFQM Model Management Documents

- The format of the management document
- Compiling the components of an EFQM management document
- Using the enabler map to detail approaches
- Completing a self-assessment using the business excellence matrix
- **Workshop about linking EFQM objectives in your organization**

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