

EFQM Principles & Action: Driving Organizational Excellence

Audit & Quality Assurance
Kigali (Rwanda)
22 - 26 Sep 2025

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EFQM Principles & Action: Driving Organizational Excellence

Ref: 3131_128579 **Date:** 22 - 26 Sep 2025 **Location:** Kigali (Rwanda) **Fees:** 3300 **Euro**

Course Description

This comprehensive 5-day course provides a deep dive into the EFQM Excellence Model and its practical application. Participants will gain a thorough understanding of the model's principles, criteria, and assessment methods. Through interactive sessions and real-world examples, attendees will learn how to implement the EFQM framework to drive organizational excellence and continuous improvement.

Learning Objectives

- Understand the EFQM Excellence Model's structure, principles, and criteria
- Learn to assess organizational performance using the RADAR logic
- Develop strategies for implementing the EFQM model in various organizational contexts
- Gain practical skills in driving continuous improvement and excellence
- Learn to prioritize and implement improvement actions effectively

Course Modules

Day 1: Introduction to EFQM Excellence Model

- Overview of the EFQM Excellence Model
- The 7 Criteria: Direction, Execution, and Results
- Fundamental Concepts of Excellence
- EFQM Model Dynamics and Integration

Day 2: RADAR Logic and Self-Assessment

- Understanding RADAR: Results, Approach, Deployment, Assessment, and Refinement
- Applying RADAR to Enablers and Results
- Conducting Organizational Self-Assessments
- Identifying Strengths and Areas for Improvement

Day 3: Implementing EFQM in Organizations

- Developing an EFQM Implementation Strategy
- Aligning Organizational Culture with EFQM Principles
- Change Management in EFQM Implementation
- Overcoming Implementation Challenges

A graphic of a chessboard with several chess pieces (king, queen, rook, knight, and pawns) in gold and silver. The text 'UK Training PARTNER' is overlaid on the board.

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Day 4: Continuous Improvement and Excellence

- Driving Organizational Improvement using EFQM
- Prioritizing Improvement Actions
- Developing SMART Objectives for Excellence
- Monitoring and Measuring Progress

Day 5: EFQM Recognition and Best Practices

- EFQM Recognition Schemes and Levels of Excellence
- Case Studies of Award-Winning Organizations
- Benchmarking and Best Practices
- Developing an Action Plan for Your Organization

Practical Wins for Participants

- Ability to conduct comprehensive organizational self-assessments
- Skills to develop and implement EFQM-based improvement strategies
- Techniques for fostering a culture of excellence and continuous improvement
- Practical tools for prioritizing and implementing organizational changes

A graphic of a chessboard with several chess pieces. A large gold king piece is in the foreground, with a silver pawn and a silver knight behind it. In the background, there are concentric circles emanating from a point on the board.

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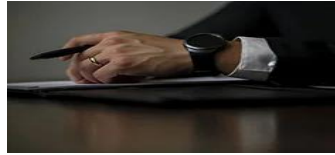
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