

EFQM Principles & Action: Driving Organizational Excellence

Audit & Quality Assurance
Tunis (Tunisia)
17 - 21 Aug 2025

UK Traininig

PARTNER



EFQM Principles & Action: Driving Organizational Excellence

Ref: 3131_134093 **Date:** 17 - 21 Aug 2025 **Location:** Tunis (Tunisia) **Fees:** 3700 **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 (a king, a queen, a rook, and a pawn) in the bottom right corner. The pieces are gold and silver. The text 'UK Training PARTNER' is overlaid on the chessboard.

UK Training
PARTNER

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.

UK Training
PARTNER

Blackbird training cities



Accra (Ghana)

Amman (Jordan)

Amsterdam (Netherlands)

Annecy (France)

Baku (Azerbaijan)

Bali (Indonesia)

Bangkok (Thailand)

Bangkok (Thailand)

Barcelona (Spain)

Batumi (Georgia)

Beijing (China)

Beirut (Lebanon)

Berlin (Germany)

Birmingham (UK)

Bordeaux (France)

Boston, Massachusetts (USA)

Brussels (Belgium)

Cairo (Egypt)

Cape Town (South Africa)

Casablanca (Morocco)

Cascais (Portugal)

Copenhagen (Denmark)

Doha (Qatar)

Dubai (UAE)

Düsseldorf (Germany)

UK Training
PARTNER



Blackbird Training Category



Human Resource



Audit & Quality Assurance



Finance, Accounting, Budgeting



Marketing, Sales, Customer Service



Secretary & Admin



Law and Contract Management



Project Management



IT & IT Engineering



Supply Chain & Logistics



Management & Leadership



Professional Skills



Oil & Gas Engineering



Health & Safety



Telecom Engineering



Hospital Management



Customs & Safety



Aviation



C-Suite Training



Agile and Refinement



Blackbird training Clients



MANNAI Trading
Company WLL,
Qatar



Alumina Corporation
Guinea



Booking.com
Netherlands



Oxfam GB International
Organization,
Yemen



Capital Markets
Authority,
Kuwait



Waltersmith Petroman Oil Limited
Nigeria



Qatar National Bank
(QNB),
Qatar



Qatar Foundation,
Qatar



AFRICAN UNION ADVISORY
BOARD ON CORRUPTION,
Tanzania



KFAS
Kuwait



Reserve Bank of
Malawi,
Malawi



Central Bank of Nigeria
Nigeria



Ministry of Interior
Kingdom of Saudi Arabia
KSA



Mabruk Oil Company
Libya



Saudi Electricity
Company,
KSA



BADAN PENGELOLA
KEUANGAN Haji,
Indonesia



NATO
Italy



ENI CORPORATE
UNIVERSITY,
Italy



Gulf Bank
Kuwait



General Organization for
Social Insurance
KSA



Defence Space Administration
Nigeria



National Industries
Group (Holding),
Kuwait



Hamad Medical
Corporation,
Qatar



USAID
Pakistan



STC Solutions,
KSA



North Oil company,



EKO Electricity



Oman Broadband



UNITED NATIONS
UN.



Authority for

UK Training
PARTNER



LONDON TRAINING PROVIDER



www.blackbird-training.com



training@blackbird-training.com



+44 7480 775526 / +44 7401 177335