MERCURY

# EFQM Excellence Model Training

10 – 14 January 2027
Dubai (UAE)



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# EFQM Excellence Model Training

**Ref:** 16396_1080832 **Date:** 10 – 14 January 2027 **Location:** Dubai (UAE) **Fees:** 4600 Euro

## Introduction:

The EFQM Excellence Model training is a globally recognized framework designed to help organizations achieve sustainable excellence through continuous improvement. Developed by the European Foundation for Quality Management, it provides a structured approach to assess and enhance performance across various organizational dimensions.

This EFQM Excellence Model course delves into the principles, criteria, and application of the EFQM Model, equipping participants with the knowledge and tools to drive organizational transformation. By focusing on leadership, strategy, people, processes, and results, the course aims to foster a culture of excellence within organizations.

Participants will learn to conduct self-assessments, identify areas for improvement, and implement best practices aligned with the EFQM framework. The EFQM Excellence Model program is suitable for professionals across various sectors seeking to enhance their organization's performance and competitiveness. They will lead initiatives that contribute to long-term organizational success.

## Targeted Groups:

This EFQM Excellence Model training targets professionals seeking specialized knowledge and skills:

- Senior managers aiming to drive organizational excellence.
- Quality assurance professionals seeking to enhance performance standards.
- HR leaders are focusing on strategic people management.
- Process improvement specialists looking to implement best practices.
- Project managers are responsible for organizational transformation initiatives.
- Consultants advising organizations on performance enhancement strategies.
- Individuals preparing for EFQM certification assessments.

## Course Objectives:

Participants will achieve the following objectives by completing the EFQM Excellence Model course:

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- Understand the principles and concepts of the EFQM Excellence Model.
- Apply the EFQM criteria to assess organizational performance and identify areas for improvement.
- Implement best practices for excellence based on the EFQM framework.
- Develop strategies to align organizational goals and processes with EFQM principles.
- Engage stakeholders in the journey towards excellence and foster a culture of continuous improvement.
- Prepare for EFQM recognition and accreditation.
- Conduct self-assessments and benchmarking against industry standards.
- Gather and analyze performance data to assess organizational performance.
- Interpret assessment results and identify improvement opportunities.
- Report findings and gain buy-in for improvement initiatives.

## Targeted Competencies:

Participants will gain the following competencies during the EFQM Excellence Model program:

- In-depth knowledge of the EFQM Excellence Model and its application.
- Ability to conduct comprehensive organizational assessments.
- Skills in identifying and analyzing performance gaps.
- Proficiency in developing and implementing improvement plans.
- Competence in aligning organizational strategies with EFQM principles.
- Capability to engage and motivate teams towards excellence.
- Expertise in preparing for EFQM assessments and recognition.
- Understanding of the RADAR logic and its application in performance evaluation.
- Knowledge of integrating sustainability and innovation within the EFQM framework.
- Ability to drive continuous improvement initiatives across the organization.

## Studying Scenarios:

In this EFQM Excellence Model training, participants will develop their skills through the analysis of the following scenarios:

- Conducting a self-assessment using the EFQM criteria.
- Identifying performance gaps in leadership and strategy.
- Developing an improvement plan for process optimization.
- Engaging stakeholders in a culture of continuous improvement.
- Aligning organizational goals with EFQM principles.
- Preparing for EFQM recognition and accreditation.
- Integrating sustainability and innovation within the EFQM framework.
- Driving organizational transformation through EFQM implementation.
- Benchmarking organizational performance against industry standards.
- Reporting assessment findings and gaining buy-in for improvement initiatives.

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# Course Content:

## Unit 1: Introduction to the EFQM Excellence Model:

- Overview of the EFQM framework and its evolution.
- Fundamental concepts of excellence and quality management.
- Principles and key components of the EFQM model.
- Benefits of adopting the EFQM approach to organizational improvement.
- Alignment of the EFQM model with organizational goals and objectives.
- Introduction to the RADAR logic: Results, Approach, Deployment, Assessment, and Refinement.
- Understanding the nine criteria of the EFQM model.
- Role of leadership in driving excellence.

## Unit 2: EFQM Criteria and Assessment:

- Overview of the EFQM Excellence Model criteria.
- Conducting self-assessments and benchmarking against industry standards.
- Gathering and analyzing performance data to assess organizational performance.
- Interpreting assessment results and identifying improvement opportunities.
- Reporting findings and gaining buy-in for improvement initiatives.
- Utilizing the RADAR logic in performance evaluation.
- Aligning assessment outcomes with strategic objectives.
- Engaging stakeholders in the assessment process.

## Unit 3: Implementing EFQM for Organizational Excellence:

- Developing strategies to align organizational goals and processes with EFQM principles.
- Implementing best practices for excellence based on the EFQM framework.
- Driving continuous improvement initiatives across the organization.
- Integrating sustainability and innovation within the EFQM framework.
- Engaging and motivating teams towards excellence.
- Overcoming challenges in EFQM implementation.
- Monitoring and measuring the impact of EFQM initiatives.
- Ensuring alignment of EFQM implementation with organizational culture.

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## Unit 4: Preparing for EFQM Recognition and Accreditation:

- Understanding the EFQM recognition and accreditation process.
- Preparing documentation and evidence for assessment.
- Conducting internal reviews and audits.
- Engaging stakeholders in the preparation process.
- Addressing gaps and areas for improvement identified during the preparation process.
- Developing action plans to meet EFQM criteria.
- Simulating the assessment process through mock evaluations.
- Receiving feedback and refining strategies for success.

## Unit 5: Sustaining Excellence through EFQM:

- Maintaining a culture of excellence post-accreditation.
- Continuous monitoring and evaluation of performance.
- Adapting EFQM practices to evolving organizational needs.
- Sharing best practices and lessons learned across the organization.
- Engaging new stakeholders in the journey towards excellence.
- Leveraging technology to support EFQM initiatives.
- Aligning EFQM with other management frameworks and standards.
- Celebrating successes and recognizing achievements.

## Final Insights & Key Takeaways:

The EFQM Excellence Model provides a framework for organizations to achieve sustainable excellence through continuous improvement. By adopting EFQM principles, organizations can enhance performance, foster innovation, and achieve long-term success.