BLACKBIRD FOR TRAINING

EFQM: European Foundation for Quality Management

Madrid (Spain)

20 - 24 October 2025

www.blackbird-training.com

EFQM: European Foundation for Quality Management

Code: LM28 From: 20 - 24 October 2025 City: Madrid (Spain) Fees: 4400 Pound

Introduction

Welcome to the course on "EFQM: The Excellence Model," which provides participants with a comprehensive understanding of the EFQM Excellence Model and its practical application in modern organizations. This program is designed to equip professionals with the knowledge and skills necessary to drive organizational excellence, improve performance, and achieve sustainable success. By exploring the benefits of the EFQM model, you will gain effective tools in quality management to ensure continuous development within your organizations.

Course Objectives

- Gain a Deep Understanding of the EFQM Excellence Model: Participants will explore the fundamental concepts and principles of the EFQM framework, which serves as a tool for assessing and improving organizational performance.
- Understand the Benefits of Implementing the EFQM Approach: Participants will learn about the advantages of adopting the EFQM model as a strategic tool for managing and driving excellence, including enhancing customer satisfaction, fostering innovation, and achieving operational efficiency.
- Learn Modern Approaches to Quality Management: The course will cover the latest trends and practices in quality management, including agile methodologies, digital transformation, and the integration of sustainability and social responsibility into organizational strategies.
- Develop Practical Skills for EFQM Implementation: Participants will acquire practical skills and techniques for applying the EFQM Excellence Model in their organizations, including conducting self-assessments, identifying improvement areas, and developing action plans.
- Explore Case Studies and Best Practices: The course will feature real-world case studies of organizations that have successfully implemented the EFQM model, providing insights into best practices, lessons learned, and strategies for overcoming challenges.

Course Outlines

Day 1: Introduction to EFQM and Excellence Concepts

- Overview of the EFQM Excellence Model.
- Fundamental concepts and principles of excellence.
- Understanding the RADAR logic: Results, Approach, Deployment, Assessment, and Review.

Day 2: Criteria 1-3: Leadership, Strategy, and People

- Leadership excellence: Creating a vision, driving change, and fostering a culture of excellence.
- Strategic management: Developing and executing effective strategies aligned with organizational goals.
- People excellence: Managing talent, fostering employee engagement, and promoting a learning organization.

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Day 3: Criteria 4-5: Partnerships and Resources, and Processes

- Partnerships and resources: Managing relationships with stakeholders, optimizing resource use, and promoting innovation through collaboration.
- Process management: Designing and improving processes, ensuring efficiency, and driving continuous improvement.

Day 4: Criteria 6-8: Customer Results, People Results, and Society Results

- Customer focus: Understanding and meeting customer needs, enhancing satisfaction, and building customer loyalty.
- People results: Assessing and improving employee satisfaction, well-being, and development.
- Society results: Evaluating the organization's impact on society, sustainability practices, and corporate social responsibility.

Day 5: Self-Assessment, Improvement, and Future Trends

- Conducting self-assessments using the EFQM Excellence Model.
- Developing improvement plans and implementing changes for organizational excellence.
- Exploring emerging trends and future directions in quality management and the EFQM model.

Conclusion

In conclusion, this course on the EFQM Excellence Model equips participants with the essential knowledge and practical skills needed to drive organizational excellence and improve performance. By understanding the principles of the EFQM framework, exploring best practices, and engaging in hands-on self-assessment, attendees are prepared to lead quality management initiatives that foster innovation and enhance customer satisfaction. Armed with these insights and tools, participants can confidently contribute to their organizations' sustainable success in an increasingly competitive landscape.

By completing this course, participants will have gained a deep understanding of the EFQM Excellence Model, along with practical skills to implement it in their organizations, contributing to sustainable success and excellence in quality management.

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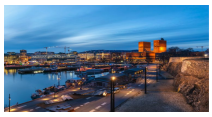
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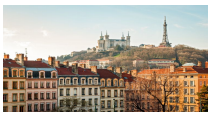
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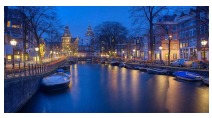
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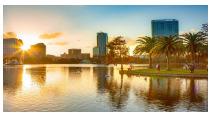
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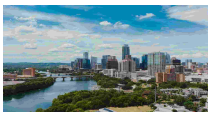
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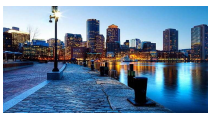
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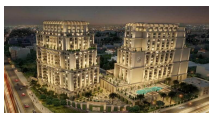
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