

EFQM

Kuala Lumpur (Malaysia)

3 - 7 February 2025

UK Training

PARTNER



EFQM

Code: LM28 From: 3 - 7 February 2025 City: Kuala Lumpur (Malaysia) Fees: 3900 Pound

Introduction

The course on EFQM European Foundation for Quality Management provides participants with a comprehensive understanding of the EFQM Excellence Model and its practical application in modern organizations. This course is designed to equip professionals with the knowledge and skills necessary to drive organizational excellence, improve performance, and achieve sustainable success.

Course Objectives

- Gain a deep understanding of the EFQM Excellence Model: Participants will explore the fundamental concepts, principles, and criteria of the EFQM Excellence Model, which serves as a framework 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 within organizations. This includes 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 respective organizations. This includes conducting self-assessments, identifying improvement areas, and developing action plans for organizational excellence.
- Explore case studies and best practices: The course will feature real-world case studies and examples of organizations that have successfully implemented the EFQM model. Participants will gain insights into best practices, lessons learned, and strategies for overcoming challenges.

Course Outline

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

Day 3

Criteria 4-5: Partnerships and Resources, and Processes

- Partnerships and resources: Managing relationships with stakeholders, optimizing the use of resources, 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

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