

EFQM

Kigali (Rwanda)

14 - 18 April 2025

UK Training

PARTNER



EFQM

Code: LM28 From: 14 - 18 April 2025 City: Kigali (Rwanda) Fees: 3700 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

A graphic of a chessboard with several chess pieces (a king, a queen, a rook, and a pawn) on it. The pieces are rendered in a 3D style with gold and silver colors. The board is a light gray and white checkered pattern. In the background, there are concentric white circles on a dark background, creating a ripple effect.

UK Training
PARTNER

- 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

Blackbird Training Cities

Europe



Zurich (Switzerland)



Stockholm (Sweden)



Lyon (France)



Copenhagen (Denmark)



Bordeaux (France)



Annecy (France)



Oslo (Norway)



Edinburgh (UK)



Glasgow (Scotland)



Malaga (Spain)



London (UK)



Istanbul (Turkey)



Amsterdam (Netherlands)
(Switzerland)



Düsseldorf (Germany)



Paris (France)



Barcelona (Spain)



Munich (Germany)



Geneva



Prague (Czech)



Vienna (Austria)



Rome (Italy)



Brussels (Belgium)



Madrid (Spain)



Berlin (Germany)



Lisbon (Portugal)



Manchester (UK)



Milan (Italy)

USA & Canada



Los Angeles (USA)



Florida (USA)



Online



Boston (USA)



Washington (USA)



Miami(USA)



New York (USA)



Toronto (Canada)



Blackbird Training Cities

Asia



Baku (Azerbaijan)



Maldives (Maldives)



Manila (Philippines)



Bali (Indonesia)



Bangkok (Thailand)



Beijing (China)



Moscow (Russia)
(Malaysia)



Singapore (Singapore)



Sydney (Australia)



Tokyo (Japan)



Dubai (UAE)



Kuala Lumpur



Jakarta (Indonesia)

Africa



Kigali (Rwanda)



Cape Town (South Africa)



Accra (Ghana)



Lagos (Nigeria)



Marrakesh (Marocco)



Nairobi (Kenya)



Cairo (Egypt)



Sharm El-Sheikh (Egypt)



Casablanca (Morocco)



Tunis (Tunisia)



Blackbird Training Clients



UK Training
PARTNER

Blackbird Training Categories

Management & Admin

Professional Skills
Finance, Accounting, Budgeting
Media & Public Relations
Project Management
Human Resources
Audit & Quality Assurance
Marketing, Sales, Customer Service
Secretary & Admin
Supply Chain & Logistics
Management & Leadership
Agile and Refinement

Technical Courses

Hospital Management
Public Sector
Special Workshops
Oil & Gas Engineering
Telecom Engineering
IT & IT Engineering
Health & Safety
Law and Contract Management
Customs & Safety
Aviation
C-Suite Training



 International House 185 Tower Bridge
Road London SE1 2UF United Kingdom

 +44 7401 1773 35
+44 7480 775526

 training@blackbird-training.com

 www.blackbird-training.com

UK Training
PARTNER

