

Ministry of Higher Education of Oman receives Committed to Excellence Recognition from EFQM! First in Oman!



Ms. Jokha al Shukaili, DG of Private Universities and Colleges • Dr. Zaid Al Zabanoot, DG of Planning and Development and C2E Project Leader • H.E. Dr. Abdullah Al Sarmi, Undersecretary of MOHE • Dr. Karl J. Koller, Director of the Institute for Total Quality Management (ITQM), Switzerland • Dr. Hammad Al Nomani, DG Higher Education Admission Centre, Ministry of Higher Education of Oman

Muscat, July 2017: The Ministry of Higher Education received the *Committed to Excellence* recognition from the European Foundation for Quality Management (EFQM). The Ministry of Higher Education is the very first organization in Oman to receive this international recognition.

The European Foundation for Quality Management, a not-for-profit foundation, has developed the EFQM Framework for Excellence (TQM Concept). This framework is the most-used organizational framework in Europe. It is also widely used in GCC countries. Over 30.000 organizations use the EFQM Excellence Model. Many organizations who have had a Quality Assurance Management System in place have recognized that in order to reach Excellence it is not enough to assure quality, they have to apply higher standards. Therefore, they are using the EFQM Excellence Model, which helps them develop their organizations towards Excellence. The EFQM Excellence Model is also used for assessing applications for the EFQM Excellence Award (European Quality Award). EFQM's *Committed to Excellence* is an assessment and recognition scheme that helps organizations introduce an Excellence initiative and deliver improved results.



In February 2017 the Ministry started its Journey to Excellence (J2E) by conducting EFQM Self-Assessments (based on best practice standards) in the three pilot areas: Directorate General for Planning and Development, Directorate for Private Universities and Colleges, and Directorate General Higher Education Admission Center. After the self-assessments, selected people from the three Directorates were trained to become EFQM Leaders for Excellence. This training was followed by Lean Project Management trainings for the team members of six Excellence projects. The Excellence projects then were conducted and deployed within only 90 days! The project results are very substantial: increased employee and customer satisfaction, lean processes, and larger amounts of reduced costs. The prestigious EFQM recognition has been received as a direct result of the work done on the Ministry's processes and procedures, which have been carefully reviewed by an EFQM validator on site before the recognition was given.



The Ministry of Higher Education was conducting the EFQM Self-Assessments, the Excellence trainings, and several successful Excellence projects under the guidance of Dr. Karl J. Koller, international Excellence expert and EFQM advisor/trainer from the Institute for Total Quality Management (ITQM), Zurich, Switzerland. ITQM has supported many organizations over the last decade in the GCC countries, helping them develop their organizations successfully towards Excellence.

The Minister H.E. Dr. Rawiya bint Saood Al Busaidi says: "I am very proud of all the people who have contributed to this great success within a very short time. I thank Undersecretary Dr. Abdullah Al Sarmi for his initiative and the people who could successfully apply their newly gained skills in the projects, which led to this international EFQM recognition. All of you made a very important step in the direction to Excellence."



The Undersecretary H.E. Dr. Abdullah Al Sameri is also very happy with this international recognition. He says: „We are absolutely delighted about the benefits we have received from starting the Journey to Excellence and in addition for having received the EFQM recognition as the very first organization in Oman. This international EFQM recognition will give us high motivation to expand the Excellence activities in our Ministry. We will continue to build on this success. We will align our Ministry with the EFQM Excellence Model. Through our Striving for Excellence the Ministry of Higher Education in Oman will be recognized as a high performing organization, committed to ongoing learning, improvement and excellence. I thank Dr. Zaid Zabanoot for his leadership and all the other people for achieving this successful start of our Journey to Excellence."



Dr. Zaid Zabanoot, DG for Planning and Development and J2E Project Leader, says: „We have invested in our people by providing them with very good and relevant trainings and coaching. It was absolutely a very good investment, it paid off very well. Our people were highly motivated to be part of this first phase of Striving for Excellence. I would like to express my thanks to all the Excellence Project team members, the directors general, and Dr. Karl from ITQM who have achieved this outstanding success.“



Ms. Zaima Al Salami is one of the Excellence Project leaders. She says: „I am very proud of the impressive results we have achieved with our Excellence Projects within only 90 days. It showed me very clearly that with the right guidance by our leaders as well as with training

and coaching in Excellence by Dr. Karl from ITQM, we were able to achieve things we thought would not be possible. Of course, I am also proud that our efforts have resulted in the international recognition by EFQM. My team and I are eagerly waiting for the start of the next improvement project after the summer vacation.“

Dr. Karl J. Koller, Excellence expert from ITQM, Switzerland, comments: „Congratulations for the very successful Excellence projects and the EFQM recognition! Having received the EFQM *Committed to Excellence* certificate demonstrates clearly that the Ministry of Higher Education in Oman drives and desires to achieve sustainable excellence by applying the EFQM Excellence Model. Continuing Striving for Excellence will move the Ministry to higher maturity levels, will reward them with more savings, high customer and employee satisfaction, and last but not least, make higher education in Oman stronger. The Ministry could become a role model for Excellence in the Sultanate.“



Find out more about the Ministry of Higher Education of Oman’s successful start on their Journey to Excellence by contacting Dr. Zaid Zabanoot.

Media contacts:

Dr. Zaid Zabanoot, C2E Project Leader, Director General, DGPD, MOHE, OM
Phone: +968 2434 0288 - Email: zaid.zabanoot@mohe.gov.om
Follow us on Twitter at: www.twitter.com/mohe