



ROUND-UP

BEST PRACTICE STANDARDS

EFQM Leaders for Excellence and Assessor trainings held

MUSCAT: EFQM Leaders for Excellence and EFQM Internal Assessor trainings were conducted recently in Muscat by Dr Karl J. Koller, director of the Swiss Institute for Total Quality Management (ITQM), Zurich, Switzerland.

Executives and quality management specialists from various Omani government organisations such as the Ministry of Health, the Ministry of Higher Education, the Ministry of Defence, the Institute for Public Administration, the Sultan Qaboos Hospital, the Oman Specialised Nursing Institute, the Telecommunications Regulatory Authority attended the trainings, says a press release.

The trainings introduced the participants to the state-of-the-art business excellence model, developed by the European Foundation for Quality Management (EFQM). The EFQM excellence model is a non-prescriptive framework that enables organisations to assess (based on best practice standards) where they are on their journeys to excellence, enabling them to understand their organisations' key strengths and areas for improvement. The EFQM excellence model is widely used in European organisations.

SuadFael Bait-Maghrab, head of Quality Department, Sultan Qaboos Hospital, Salalah, who attended successfully the training said: "The EFQM Leaders for Excellence Training gave me a new view about quality. I learned about a holistic excellence framework that helps organisations to develop towards excellence. I wish more of our leaders would know about the EFQM excellence model. Developing our organisations towards excellence would be very beneficial for our customers, our organisations, and our country."

Hamed Al Battashi from the Oman Specialised Nursing Institute, summarised his training experience as follows: "Successfully attending the EFQM Training has helped me not only to realise the significance of change but to understand the importance of doing it right. The training days were very rich with information about how to lead the excellence journey of any organisation. Dr Koller delivered a very professional training. I am looking forward to applying my newly gained know-how in the workplace."

Dr Khamis Al Kulaibi, director for training at the Institute for Public Administration in Muscat, ob-

served: "The training was very beneficial for me. I learned during the three-day Assessor Training about excellence and how I can conduct an assessment in an organisation based on best practice standards. All leaders in government organisations should have knowledge about the EFQM Excellence Framework and should take actions to follow the best practice standards in their organisations. We would then be able to make improvements more quickly in all areas of government services, helping to bring our country forward."

Dr Sharifa Al Balushi, head of Quality Assurance for the Ministry of Higher Education, said: "I learned not only about the EFQM model and the best practice standards, but also learned a lot from the practical examples of the trainer. He enriched the training with his vast experience in business excellence."

Dr Koller informed that he has trained more than 150 leaders in Oman on the EFQM excellence framework and stated that despite reaching this milestone, more leaders must be trained and more must apply the EFQM best practice principles, so we can see positive changes in all of the various organisations.