



# ITQM BUSINESS EXCELLENCE FOUNDATION

## ONLINE TRAINING

Learn about State-of-the-Art Quality Management, Excellence Assessments, and Best Practice Principles

Benefit from 30 years of Business Excellence Experience!

### Overview

This ITQM Business Excellence Foundation Online Training is designed for individuals who want to understand how the Business Excellence philosophy—applied through frameworks like the EFQM or EFE Model—helps an organization become truly Excellent. An excellent organization minimizes quality costs and waste, achieves very high customer and employee satisfaction, ensures shareholder value, acts as a socially responsible member of society, and, ultimately, remains profitable. Business Excellence or Total Quality Management is simply called "State-of-the-art Quality Management".

Are you interested in learning how the Business Excellence Philosophy supports organizations in their pursuit of Excellence? Do you want to use Excellence Models to identify and drive improvements in your own organization? If you are looking to expand your Excellence skills and lay the groundwork for your Excellence know-how, this training is for you.

### Content

- Introduction to Business Excellence / TQM
- Benefits of Business Excellence
- Requirements for successful Striving for Excellence
- Excellence Frameworks: MBNQA Model, EFQM Excellence Model, Excellence Framework Europe (EFE)
- IBF Global Guidelines on the Corporate Governance of Business Excellence
- EFQM Excellence Model (Criteria) and the RADAR Logic
- EFE-Hexagon (6 areas and 20 sub-areas)
- The 5 Levels of the EFE Maturity Model (scaling)
- Ecosystem of an organization to provide context for an assessment
- The EFQM and EFE Self-Assessment Process
- Strategies for successful Implementation of Business Excellence
- Learnings from Best Practice Organizations (video, discussion)
- Overview of Business Excellence Awards
- Overview of Excellence Trainings (EFQM Assessor Training, EFE Assessor Training, ITQM Excellence Assessor Scoring Calibration Training)

### Methodology

The training will be a mixture of exercises, discussions and presentations. During this practical training you will also work in team exercises.

### Benefits

The "ITQM Business Excellence Foundation Training" is designed to give participants the foundation to develop the implementation of Business Excellence.

### ITQM Certificate

Participants who fully attend the training, do the individual and group workshop tasks, will receive the official "ITQM Business Excellence Foundation Training Certificate".

### Who should participate?

This workshop is designed for Board Members, Executives, Line Managers, Managers working in the field of Quality, Quality Specialists, Consultants.

### Workshop-Coach



Dr. Karl J. Koller is the Director of the Institute for Total Quality Management (ITQM), Zurich, Switzerland. He earned a master's degree in business administration (MBA) and received his doctorate in management from the University of St. Gallen, Switzerland. He worked and studied in the USA for several years. Dr. Koller has more than 30 years of practical experience

with international companies as well as with universities. He has been working in the field of Total Quality Management for many years with a focus on top management in the TQM process and on the EFQM Excellence Model. In addition to his consulting activities, he spent several years as a visiting faculty member for Total Quality Management at a number of universities. During his doctoral studies he spent two years as a visiting research fellow at Northwestern University, Evanston, IL, USA. He is Functional Partner for Business Excellence Governance at the Swiss Board School, International Center for Corporate Governance, University of St. Gallen.

Dr. Koller has published several articles about Quality Management and presented at national and international conferences. He conducts TQM study tours within the USA on a regular basis (TQM in manufacturing, logistics, higher education, health care).

Dr. Koller is an EFQM Excellence Award Assessor, for over 25 years an international accredited adviser/trainer of the European Foundation for Quality Management (EFQM), Brussels, a certified EFE Assessor, Zurich, a Six Sigma Black Belt (ASQ), a PROSCI Change Manager, and a QFD Black Belt (QFDI). He is a senior member of the American Society for Quality (ASQ), and member of the Association of Change Management Professionals (ACMP).

**Duration** 3 days **ONLINE** Training

#### Dates/Time (CET)

October 12-14, 2025, 03:00AM-09:00PM

#### Registration until

September 20, 2025

**Language** English

**Fee** SAR 6600.-\* / OMR 660.-\* / EUR 1360.- / CHF 1300.-

**Participants will receive a 15% discount for the EFQM Foundation and Assessor Training (valid until December 31, 2025).**

\* includes online training, ITQM training documentation (PDFs), ITQM training certificate, listing on ITQM website..

The training can also be conducted in-house. Just contact us for a quote.

# REGISTRATION FORM

E-mail registration to: **info@itqm.ch**

or register directly on our website: **www.itqm.ch**

**Institute for Total Quality Management**

**CH-8142 Zurich-Uitikon  
Switzerland**

## Personal Information

☐ Mr. ☐ Ms. ☐ Title \_\_\_\_\_

First Name \_\_\_\_\_

Last / Family Name \_\_\_\_\_

Job Title \_\_\_\_\_

Organization \_\_\_\_\_

Department \_\_\_\_\_

Address \_\_\_\_\_

Zip Code/City \_\_\_\_\_

Country \_\_\_\_\_

Phone Office \_\_\_\_\_

Phone Mobile \_\_\_\_\_

Fax \_\_\_\_\_

E-mail \_\_\_\_\_

## Enclosed:

- copy of EFQM Foundation Training (EFQM FT) Certificate

Date \_\_\_\_\_

Signature \_\_\_\_\_

## ITQM Business Excellence Foundation **ONLINE** Training (Certificate Training)

☐ **October 12-14, 2025**

SAR 6600.-/OMR 660.-/AED 6500.-  
EUR 1360.- / CHF 1300.-

## Registration

Please return the completed application form by mail, fax, or e-mail. Registrations will be accepted in the order that they are received/paid. Registration received after the latest day for registration may incur a late booking surcharge of SAR 400.00 / OMR 40.00 / EUR 100 / CHF 100.

## Language

The online training is conducted in English.

## Payment

The invoice for the workshop will be mailed to you when your registration is received. The participation fee must be paid before due date according to the invoice.

## Discount for participating teams

Receive a 10% discount for each participant if 3 or more people from the same organization register together. This offer can not be combined with any other special offer.

## Services

The workshop fee includes: Full-time coaching by Dr. Karl J. Koller, ITQM workshop material (licensed), ITQM training certificate, listing on the ITQM website.

## Communication

Adobe Connect or ZOOM.

## Cancellation

ITQM reserves the right to change dates, time, trainers due to unavoidable circumstances. If you cannot attend personally, a substitute delegate is welcome to join the training in your place - for no extra charge. Should you, or a substitute, be unable to attend, we will promptly refund your fee less a service charge of 10% if you inform us before the latest day for registration. No refund is possible for cancellations received less than 30 days before the start of the training. Instead, you will receive a 50% discount Training Voucher, which entitles you to attend a public training arranged by ITQM.

