



EFE ASSESSOR ONLINE TRAINING

Organize a Self-Assessment - Assess an Organization

Learn about Best Practice Principles



Overview

This Excellence Framework Europe (EFE) Online Training is for individuals who want to understand and apply within their organization the most advanced Excellence Model, the Excellence Framework Europe (EFE). Participants will gain know-how and skills to be part of an assessment team conducting EFE Self-Assessments and to learn how to conduct an EFE Self-Assessment.

Are you interested to learn how to use EFE to identify/drive improvements at your organisation? Do you want to expand your Excellence skills, to act as an Assessor for EFE Self-Assessments, get recognized as an EFE Assessor, and get listed on the ITQM website. Then this training is for you!

Goals

After this three-day-online-training, you will:

- Analyse the ecosystem of an organization to lay the basis for an EFE Self-Assessment
- Identify relevant strategic topics for an organization
- EFE-Hexagon (6 areas and 20 sub-areas)
- The 5 Levels of the EFE Maturity Model
- Understand the EFE Self-Assessment process
- Learn the skills to act as an Assessor for EFE Self-Assessments (prepare and conduct EFE Assessment Interviews, apply the EFE Hexagon, the EFE Maturity Model, define the organization's strengths and opportunities, determine the maturity level of the organization, develop an EFE Self-Assessment Report, etc.)
- Learn how to draw conclusion from an assessment feedback report
- Learn from Best Practice organizations (video, discussion)

Methodology

The workshop will be a mixture of exercises, discussions and presentations. During this practical training you will work with a case study, analyse it, develop strengths and opportunities for improvement, and apply the EFE Maturity Model.

Benefits

The "EFE Assessor Training" is designed to give participants the skills and techniques to successfully organize and work in an EFE assessment team. Following the training, participants should be able to start applying the skills they have learned by conducting a Self-Assessment in their organization and/or becoming a part of an EFE assessment team, conducting EFE Self-Assessments.

Pre-Requisites

Participants must have completed the EFE Foundation Training before attending this training. Prior to attending the workshop, participants will be required to complete pre-workshop exercises (approx. 6 hours). Failure to submit the pre-workshop work will result in automatic failure with no refund on the workshop fee. Contact us, if you need more information.

ITQM Certificate

Participants who pass the training, will receive the ITQM certificate "EFE Assessor".

Who should participate?

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

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, an EFE Trainer/Advisor, and was from 1999 - 2026 an international accredited adviser/trainer of the European Foundation for Quality Management (EFQM), Brussels. He is 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 (Arab Standard Time)

- May 18-20, 2026, 09:00AM-04:00PM
- June 15-17, 2026, 09:00AM-04:00PM
- August 24-26, 2026, 09:00AM-04:00PM
- October 19-21, 2026, 09:00AM-04:00PM
- December 7-9, 2026, 09:00AM-04:00PM

Registration until

- April 30, 2026
- May 20, 2026
- August 1, 2026
- September 25, 2026
- November 10, 2026

Language

English

Fee SAR 8900.- / OMR 930.- / EUR 1950.- / CHF 1800.-

10% Discount for groups of 3 or more.

includes online training, coaching pre-work, ITQM training documentation, ITQM training certificate, listing on ITQM website, ITQM Exam Fee.

Read more about the Excellence Framework Europe: www.itqm.swiss



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 _____

Date _____

Signature _____

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- May 18-20, 2026**
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QAR 8900.-/EUR 1950.-/CHF 1850.-



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, ITQM exam fee.

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.