



EFQM CERTIFIED ASSESSOR UPGRADE **ONLINE** TRAINING **(MODEL 2025)**

Learn about the EFQM Model 2025
Become a Certified EFQM Assessor Model 2025

*Benefit from 25 years
of EFQM Model
Experience!*

Overview

You have passed the Assessor Training 2020, and would like to learn about the EFQM Excellence Model 2025, and get qualified as EFQM Assessor Model 2025.

With this training you have the opportunity to upgrade your EFQM Assessor certification to the new EFQM Model 2025. You will be provided with the skills, capabilities and knowledge to pass the EFQM Assessor Exam and qualify as an EFQM Assessor Model 2025.

After the training, participants have to take the Online EFQM Assessor Upgrade Exam. Successfully passing the exam, participant will receive their qualification certificate as an EFQM Certified Assessor 2025.

Content

- Key Changes for Direction
- Key Changes for Execution
- Key Changes for Results
- Information about EFQM Assessor Exam

Methodology

Presentation, Discussions

Benefits

The EFQM Assessor Upgrade Online Training is designed to upgrade the know-how to successfully organize and work in an assessment team. Following the training, participants should be able to start applying their know-how they have gained by conducting a Self-Assessment in their organization and/or becoming a part of a team, conducting external EFQM assessments, based on the EFQM Model 2025.

Pre-Requisites

Participants must have completed the EFQM Assessor Training Model 2020.

EFQM and ITQM Certificates

Participants who pass the training, will receive the **official EFQM certificate "EFQM Certified Assessor Model 2025"** (valid for 3 years), and the ITQM Training Certificate.

Who should participate?

Certified EFQM Assessors (Model 2020)

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 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 2 hours **ONLINE** Training

Dates/Time (CET)

October 2, 2025, 05:00PM-07:00PM
November 6, 2025, 06:00PM-08:00PM
December 11, 2025, 06:00PM-08:00PM
January 8, 2026, 06:00PM-08:00PM
February 5, 2026, 06:00PM-08:00PM

Registration until

September 15, 2025
October 15, 2025
November 20, 2025
December 20, 2025
January 15, 2026

Language English

Fee SAR 900.-* / OMR 90.-* / EUR 200.- / CHF 180.-

* includes online-training, licensed EFQM training documentation, EFQM/ITQM training certificates, listing on ITQM website, EFQM Exam Fee.

In cooperation
with:



*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 Assessor Training Certificate (Model 2020)

Date _____

Signature _____

EFQM Certified Assessor Upgrade **ONLINE** Training (Certificate Training)

- ☐ **October 2, 2025**
- ☐ **November 6, 2025**
- ☐ **December 11, 2025**
- ☐ **January 8, 2026**
- ☐ **February 5, 2026**

SAR 900.-/OMR 90.-/AED 820.-
EUR 200.- / CHF 180.-

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.

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, original EFQM workshop material (licensed), EFQM and ITQM training certificates, listing on the ITQM website, EFQM 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.

