



# EFQM CERTIFIED ASSESSOR TRAINING MODEL 2025

**Organize a Self-Assessment - Assess an Organization**  
**Learn about Best Practice Principles**

*Benefit from 30 years  
of EFQM Model  
Experience!*

## Overview

This EFQM Assessor Training was newly designed (based on the EFQM Model 2025) for individuals who want to understand, apply the EFQM Model within their working environment, and know variations of organizational self-assessments or be part of a team conducting external EFQM assessments. Using award application documents, participants will learn the tasks of an EFQM Assessor. This training is also a pre-requisite for anyone who wishes to become an Award Assessor for EFQM.

Are you interested to learn how to use the EFQM Model to identify/drive improvements at your organisation? Do you want to expand your Excellence skills and get recognized as an EFQM Assessor (EFQM Training Certificate, listing on the ITQM website). Then this training is for you!

## Goals

After this three-day-training, you will:

- Analyse the ecosystem of an organization to provide context for an assessment
- Identify relevant strategic themes for an organization and ask strategically important questions
- Understand the EFQM Excellence Model (Criteria) and the RADAR Logic
- Learn to effectively apply the RADAR scoring to produce value adding performance analyses
- Learn how to interpret an assessment feedback report
- Learn the skills to act as an EFQM Assessor (apply RADAR scoring, define strengths and opportunities for improvement, develop an assessment report, etc.)
- Learn from Best Practice organizations (video, discussion)
- Understand the self-assessment process (case study)

## Methodology

The workshop will be a mixture of exercises, discussions and presentations. During this practical training you will work with an award application document (MPWiK), analyse it and develop strengths and opportunities for improvement.

## Benefits

The "EFQM Certified Assessor Training" is designed to give participants the skills and techniques to successfully organize and work in an 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 a team, conducting external EFQM assessments.

## Pre-Requisites

Participants must have completed the EFQM Certified Foundation Training before attending this training. Prior to attending the workshop, participants will be required to complete pre-workshop exercises (approx. 8 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.

## EFQM and ITQM Certificates

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

## 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, 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** 3 days Training in Zurich, Switzerland

### Dates/Time (CET)

December 8-10, 2025, 09:00AM-05:00PM

### Registration until

November 20, 2025

### Training Location

Zurich, Switzerland

### Language

English

**Fee** SAR 16870.-\* / OMR 1687.-\* / EUR 4100.- / CHF 3930.-  
SAR 12880.-\* / OMR 1288.-\* / EUR 3130.- / CHF 3000.-

**Participants are invited to attend for free a Business Excellence Site Visit in Switzerland on December 11, 2025. In addition they will receive a 50% discount for the Excellence Assessor Scoring Calibration Online Training (1 day).**

**10% Discount for EFQM Members, EFQM Member Organizations, and for groups of 3 or more.**

\* includes training, coaching pre-work, licensed EFQM training documentation, EFQM/ITQM training certificates, listing on ITQM website, EFQM Exam Fee, Refreshments, Lunch

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-Uetikon  
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 \_\_\_\_\_

## EFQM Certified Assessor Training (Certificate Training)

☐ **December 8-10, 2026  
in Zurich, Switzerland**

SAR 12880.- / OMR 1288.-  
EUR 3130.- / CHF 3000.-

## 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 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, refreshments, lunch.

## 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.

