

# **EFQM** CERTIFIED

# ASSESSOR ONLINE TRAINING MODEL 2025

EFQM NEW Model 2025

Organize a Self-Assessment - Assess an Organization Become an EFQM Certified Assessor

#### Overview

This EFQM Assessor Online 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 EFQM/ITQM websites). Then this training is for you!

#### Goals

After this three-day-online-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 strenghts 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 strenghts 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**" which is valid for 3 years.

#### 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 25 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 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 **ONLINE** Training

Dates/Time (Arab Standard Time)
January 21-23, 2025, 03:00PM-09:00PM
February 25-27, 2025, 03:00PM-09:00PM
April 8-10, 2025, 03:00PM-09:00PM
May 6-8, 2025, 03:00PM-09:00PM
June 17-19, 2025, 03:00PM-09:00PM
July 22-24, 2025, 03:00PM-09:00PM

Registration until January 1, 2025 February 5, 2025

March 18, 2025 April 16, 2025 May 28, 2025 July 2, 2025

Language

English

Fee SAR 11100. \*/OMR 1110. \*/EUR 2540. /CHF 2650. SAR 9370.-\*/OMR 937.-\*/EUR 2300.-/CHF 2200.-Participants will receive a 50% discount for the Excellence Assessor Scoring Calibration Training (1 day).

10% Discount for EFQM Members and for groups of 3 or more.

\* includes training, coaching pre-work, licensed EFQM training documentation, EFQM/ITQM training certificates, listing on EFQM/ITQM websites, exam fee.

In cooperation with:



European Foundation for Quality Management

# REGISTRATION FORM

E-mail registration to: info@itqm.ch

**Institute for Total Quality Management** 

CH-8142 Zurich-Uitikon Switzerland

Personal In	formation		
O Mr.	O Ms.	O Title	_
First Name			
Last / Family Name			
Job Title			
Organization			
Department			
Address			
Zip Code/City			<ul><li>Enclosed:</li><li>copy of EFQM Foundation Training (EFQM FT) Certificate</li></ul>
Country			
Phone Office	Э		
Phone Mobile			Date
Fax			
E-mail			Signature

## EFQM Certified Assessor ONLINE Training (Certificate Training)

O January 21-23, 2025

O February 25-27, 2025

O April 8-10, 2025

O May 6-8, 2025

O June 17-19, 2025

O July 22-24, 2025

SAR 9370.- / OMR 937.- / AED 9100.-EUR 2300.- / CHF 2200.-

#### 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, original EFQM workshop material (licensed), EFQM and ITQM training certificates, listing on the EFQM and ITQM websites, exam fee.

#### Communication

Adobe Connect or ZOOM.

#### Cancellation ITOM reserve

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.

