



ITQM EXCELLENCE ASSESSOR TRAINING

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



Overview

This ITQM Excellence Online Training was newly designed (based on the EFQM Model 2025) for individuals who want to understand, and to apply the EFQM Model within their working environment, and to know variations of organizational self-assessments or be part of an assessor team, conducting an EFQM Self-Assessment. Participants will learn the tasks of an Assessor for successful EFQM Self-Assessments.

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, to act as an Assessor for EFQM Self-Assessments and get recognized as an ITQM Excellence Assessor (ITQM Training Certificate, listing 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 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 Scoring Method (incl. calibration exercises)
- 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 Assessor for EFQM Self-Assessment (apply RADAR scoring, define strenghts and opportunities for improvement, develop an assessment report, etc.)
- Learn from Best Practice organizations (video, discussion)
- Involvement of Leaders before and during the EFQM Self-Assessment
- Understand the EFQM Self-Assessment process (case study)
- Excellence Assessment based on the IBF Global Guidelines on the Corporate Governance of Business Excellence
- Activities after the EFQM Self-Assessment

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 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 EFQM Self-Assessment team. Following the training, participants should be able to start applying the skills they have learned by conducting an EFQM Self-Assessment in their organization.

Pre-Requisites

Participants must have completed the ITQM Excellence 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 and/or not passing the exam will result in automatic failure with no refund of the workshop fee. Contact us, if you need more information.

ITQM Certificate

Participants who pass the training, will receive the ITQM certificate “ITQM Excellence Assessor”.

Who should participate?

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

Training-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).

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Duration 3 days **ONLINE** Training

Dates/Time (CET)

- June 2-4, 2026, 09:00AM-04:00PM
- July 6-8, 2026, 09:00AM-04:00PM
- Aug. 31 - Sept. 2, 2026, 09:00AM-04:00PM
- October 26-28, 2026, 09:00AM-04:00PM
- December 21-23, 2026, 09:00AM-04:00PM

Registration until

- May 10, 2026
- June 10, 2026
- August 5, 2026
- September 20, 2026
- December 1, 2026

Language

English

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

Participants will receive a 50% discount for the Excellence Assessor Scoring Calibration Training (1 day).
10% Discount for groups of 3 or more.

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



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 _____

ITQM Excellence Assessor **ONLINE** Training for EFQM Self-Assessment (Certificate Training)

- June 2-4, 2026
- July 6-8, 2026
- August 31 - September 2, 2026
- October 26-28, 2026
- December 21-23, 2026

SAR 8900.- / OMR 930.- / AED 8900.-
QAR 8900.- / EUR 1950.- / CHF 1800.-

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, 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.