



ITQM EXCELLENCE FOUNDATION TRAINING

Learn about Excellence
Introduce the EFQM Excellence Model
to your Organization



Overview

This ITQM Business Excellence Foundation Online Training is designed for individuals who want to understand how the Business Excellence philosophy—applied through frameworks like the EFQM Model or EFE—helps an organization become truly Excellent. An excellent organization minimizes quality costs and waste, achieves very high customer and employee satisfaction, ensures shareholder value, acts as a socially responsible member of society, and, ultimately, remains profitable.

Are you interested in learning how the Organizational Excellence Philosophy supports organizations in their pursuit of Excellence? Do you want to use Excellence Models to identify and drive improvements in your own organization? Then this training is for you.

Content

- Introduction to Business Excellence / TQM
- Benefits of Business Excellence
- Requirements for successful Striving for Excellence
- Excellence Frameworks: Excellence Framework Europe (EFE), MBNQA Model, EFQM Excellence Model
- IBF Global Guidelines on the Corporate Governance of Business Excellence
- Development of an Excellence Culture
- EFQM Excellence Model (Criteria) and the RADAR Logic
- EFE-Hexagon (6 areas and 20 sub-areas)
- The 5 Levels of the EFE Maturity Model (scaling)
- Ecosystem of an organization
- The EFQM and EFE Self-Assessment Process
- Strategies for successful Implementation of Business Excellence
- Learnings from Best Practice Organizations (video, discussion)
- Overview of Excellence Awards
- Overview of Excellence Trainings (ITQM Excellence Assessor Training, EFE Assessor Training, ITQM Excellence Assessor Scoring Calibration Training)

Methodology

The training will be a mixture of exercises, discussions and presentations. During this practical training you will also work in team exercises.

ITQM Certificate

Participants who fully attend the training, do the individual and group workshop tasks, and pass the ITQM exam, will receive the official "ITQM Excellence Foundation Training Certificate" and will be listed on the ITQM Website.

Who should participate?

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

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.

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 has been an Assessor for the EFQM Excellence Award, from 1999-2026 an international accredited adviser/trainer of the European Foundation for Quality Management (EFQM), Brussels, an international accredited EFE Trainer/Advisor, a Six Sigma Black Belt (ASQ), a PROSCI Change Practitioner, and a QFD Black Belt (QFDI). He is a senior member of the American Society for Quality (ASQ), and the Association of Change Management Professionals (ACMP).

Duration

1 day **ONLINE** Training

Dates/Time (Arab Standard Time)

June 1, 2026, 09:00AM - 04:00PM
 July 5, 2026, 09:00AM - 04:00PM
 August 30, 2026, 09:00AM - 04:00PM
 October 25, 2026, 09:00AM - 04:00PM
 December 20, 2026, 09:00AM - 04:00PM

Registration until

May 5, 2026
 June 10, 2026
 August 5, 2026
 October 1, 2026
 November 25, 2026

Language

English

Fee* SAR 3600.- / OMR 375.- / EUR 790.- / CHF 750.-

10% for groups of 3 and more.

* includes licensed PDF training documentation, ITQM training certificate, listing on the ITQM website, ITQM Exam Fee

The Institute for Total Quality Management (ITQM), Zurich, Switzerland was from 1999 - 2026 an international licensed trainer/validator of the European Foundation for Quality Management (EFQM), Brussels.



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 Foundation Online Training for EFQM Self-Assessments (based on the EFQM Model 2025)

- June 1, 2026**
- July 5, 2026**
- August 30, 2026**
- October 25, 2026**
- December 20, 2026**

SAR 3600.- / OMR 375.- / AED 3600.-
QAR 3600.- / EUR 790.- / CHF 750.-

Registration

Please return the completed registration form by 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.- / OMR 40.- / EUR 100.- / CHF 100.-

Language

The workshop 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 by 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 for the same training.

Services

The workshop fee includes: Full-time online-coaching by Dr. Karl J. Koller, ITQM training material, ITQM training certificate, listing on the ITQM website, ITQM exam fee.

Cancellation

ITQM reserves the right to change dates, 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 14 days before the training. Instead, you will be issued with a 50% discount Training Voucher, which entitles you to attend another training arranged by ITQM.