

CORPORATE GOVERNANCE OF BUSINESS EXCELLENCE FOR BOARD MEMBERS

How the Board can lead
the Organization towards Excellence.

NEW
ONLINE Workshop!

Overview

In this executive training, active and prospective administrative, supervisory and foundation board members are informed about business excellence, in particular about the governance of business excellence.

It is important that board members (i.e. foundation board members in the case of foundations, administrations in cooperatives and boards of directors in associations) recognize that the pursuit of excellence results in sustainable benefits for the organizations. The role of the Board of Directors (BoD) is, among other things, to develop strategic guidelines for the management of the company, which are intended to guide the organization in the direction of excellence. As a management and supervisory body, the Board of Directors must also ensure that the Strategic Guardrails are correctly implemented. Achieving a higher level of maturity benefits not only the organization, but also its stakeholders such as employees, customers, suppliers, shareholders, society and the environment.

Every board member should therefore be familiar with business excellence in general and should be a role model for excellence. The Board of Directors develops the guidelines for the pursuit of excellence. The Board of Directors ensures that the commitment and participation of the Board of Directors and top management in the pursuit of excellence is strengthened, as this is the key to an excellent organization. Business Excellence cannot be delegated. Therefore, the Board of Directors as a body must ensure a successful pursuit of excellence by knowledgeable members of the Board of Directors.

Content

- Business Excellence / Total Quality Management Philosophy
- Benefits of Business Excellence
- EFQM Excellence Model 2025
- Self-assessment process of the organization based on the EFQM Model 2025
- Self-assessment process of the Board of Directors based on the IBF Guidelines for the Governance of Business Excellence
- Successful introduction/further development of Business Excellence
- Case studies

Methodology

Presentations, discussions, quick self-assessment based on the EFQM model / the IBF Guidelines for the Governance of Business Excellence

Preparation

Participants will receive the IBF Global Guidelines for the Governance of Business Excellence and the EFQM Model Brochure (2025) before the workshop.

Certificate

Participants receive the ITQM Training Certificate.

Who should participate?

Active and future Board Members.

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 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 a senior member of the American Society for Quality (ASQ), and the Association of Change Management Professionals (ACMP). He is the Functional Partner for Governance of Business Excellence at the International Business Foundation (IBF), St. Gallen, Switzerland.

Dr. Koller has published several articles about Quality Management and presented at 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 and an international accredited adviser/trainer of the European Foundation for Quality Management (EFQM), Brussels for over 25 years, a Six Sigma Black Belt (ASQ), a PROSCI Change Manager, and a QFD Black Belt (QFDI).

Duration	6 hours ONLINE
Dates/Time (Arab Standard Time)	Registration until
• March 14, 2025, 09:00AM - 04:00PM	21.02.2025
• May 16, 2025, 09:00AM - 04:00PM	21.04.2025
• July 4, 2025, 09:00AM - 04:00PM	12.06.2025

Training Language English

Fee* SAR 4000.- / OMR 400.- / AED 3900.- /
EUR 995.- / CHF 950.-

25% Discount for Members of International Board Foundation (IBF)

* incl. IBF Global Guidelines on the Corporate Governance of Business Excellence, EFQM Model 2025 Brochure, Training Documents.

The trainer is the Functional Partner for Corporate Governance of Business Excellence at the International Business Foundation (IBF), St. Gallen, Switzerland.

The Institute for Total Quality Management (ITQM), Zurich, Switzerland is an international licensed advisor/trainer/validator of the European Foundation for Quality Management (EFQM), Brussels.

REGISTRATION FORM

E-mail registration to: **info@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 _____

Corporate Governance of Business Excellence Online Training for Board Members

- ☐ **March 14, 2025**
☐ **May 16, 2025**
☐ **July 4, 2025**

EUR 995.- / CHF 950.-
SAR 4000.- / OMR 400.-
AED 3900.-

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, IBF Global Guidelines for Governance of Business Excellence Brochure, ITQM training certificate.

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.

