



## EFE FOUNDATION ONLINE TRAINING

### Learn about Excellence!

### Introduce the Excellence Framework Europe (EFE) to your Organization!



#### Overview

This EFE Foundation Online Training introduces you to the Business Excellence philosophy—applied through the most advanced Excellence Model, the "Excellence Framework Europe" (EFE). The EFE helps an organization to 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. The EFE is easy to use and receives high acceptance within organizations.

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? If you are looking to expand your Excellence skills, learn about the most advanced Excellence Model and lay the groundwork for your Excellence know-how, 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 Model
- IBF Global Guidelines on the Corporate Governance of Business Excellence
- The EFE Principles and European Principles
- Essential Values of excellent organizations
- EFE-Hexagon
- The 5 Levels of the EFE Maturity Model
- Ecosystem of an organization
- EFE Self-Assessment Process
- Steps after the EFE Self-Assessment
- Strategies for successful Implementation of EFE
- Overview of EFE Recognition
- Learnings from Best Practice Organizations (video, discussion)
- 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 Training Exam will receive the "EFE 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, EFQM Assessors.

#### 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.

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 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)

May 17, 2026, 09:00AM - 04:00PM  
 June 14, 2026, 09:00AM - 04:00PM  
 August 23, 2026, 09:00AM - 04:00PM  
 October 18, 2026, 09:00AM - 04:00PM  
 December 6, 2026, 09:00AM - 04:00PM

#### Language

English

**Fee\*** SAR 3600.- / OMR 375.- / EUR 790.- / CHF 750.-  
 10% Discount for groups of 3 or more.

\* includes licensed PDF training documentation, ITQM training certificates, listing on the ITQM Website, ITQM Exam Fee The Institute for Total Quality Management (ITQM), Zurich, Switzerland was from 1999 - 2026 an international licensed advisor/trainer/validator of the European Foundation for Quality Management (EFQM), Brussels.

Read more about the Excellence Framework Europe  
[www.itqm.swiss](http://www.itqm.swiss)



The training can also be conducted in-house. Just contact us for a quote.

# REGISTRATION FORM

E-mail registration to: [info@itqm.ch](mailto:info@itqm.ch)

or register directly on our website: [www.itqm.ch](http://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 \_\_\_\_\_

## EFE Foundation Online Training (based on the Excellence Framework Europe)

- May 17, 2026**
- June 14, 2026**
- August 23, 2026**
- October 18, 2026**
- December 6, 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 training is conducted in English.

### Payment

The invoice for the training 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, original ITQM E-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.