



# EXCELLENCE ASSESSOR SCORING CALIBRATION ONLINE TRAINING

(BASED ON **EFQM MODEL 2020**)

Strengthen and Calibrate your EFQM Assessor Scoring Skills

## Overview

For a successful EFQM Assessment it is absolutely essential that the EFQM Assessors are well trained in defining strengths and opportunities and are well calibrated when doing the RADAR scoring. During the EFQM Assessor Training, participants learned the theory about scoring.

This training was newly designed for EFQM Assessors who want to develop strong EFQM Assessor Scoring Skills. Using a case study, participants will further develop their skills by defining strengths and opportunities for improvement and by scoring several criterion parts.

Are you interested to gain routine in RADAR scoring? Then this training is for you!

## Goals

After this online training, you will:

- have strengthened your skills in defining strengths and opportunities for improvement during an EFQM Assessment
- have strengthened your skills in scoring criterion parts during an EFQM Assessment
- have increased your self-confidence in the scoring process

## Methodology

The workshop will be a mixture of exercises, discussions and presentations. During this practical training you will work with a case study, analyse the case and develop strengths and opportunities for improvement before scoring criterion parts. Through scoring of several criterion parts the participants will experience the calibration of their scoring skills.

## Benefits

The "Excellence Assessor Scoring Calibration Online Training" is designed to give participants the skills and techniques to successfully define strengths and opportunities of improvement during an EFQM Assessment and be calibrated for the scoring process during the EFQM Assessment. This will improve the quality of an EFQM Assessment Feedback Report.

## Pre-Requisites

Participants must have completed the EFQM Assessor Training (Model 2020) or the EFQM Assessor / Internal Assessor Transformation Training. With the registration, participants have to mail their EFQM Assessor Certificate and their training evaluation form from their EFQM Assessor Training. Prior to attending the training, participants will be required to complete a piece of pre-training work (approx. 3 hours). Failure to submit the pre-training work will result in automatic failure with no refund of the training fee. Please, contact us, if you need more information.

## Certificate

Participants will receive the ITQM Training Certificate "Excellence Assessor with Scoring Competencies (EFQM Model 2020)" and will be listed on the EFQM website.

## Who should participate?

This workshop is designed for Certified EFQM Assessors (Model 2020) and participants of the EFQM Assessor and EFQM Internal Assessor Transformation Training (Model 2020).

## 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 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 is an Assessor for the EFQM Excellence Award and an international accredited adviser/trainer of the European Foundation for Quality Management (EFQM), Brussels, a Six Sigma Black Belt (ASQ), a Prosci Certified Change Practitioner, 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** 5 hours ONLINE Training  
plus 3 hours preparation time

<b>Dates</b>	<b>Registration until</b>
November 6, 2021	October 25, 2021
November 21, 2021	November 1, 2021
December 4, 2021	November 14, 2021
December 18, 2021	November 27, 2021
<b>Working Hours</b>	09:00am to 02:00pm (Arab Standard Time)

**Language** English

**Fee\*** SAR 2300.- / OMR .230- / EUR 520.- / CHF 550.-

\* includes preparation documents, review of pre-training work, online training, ITQM training documentation, ITQM certificate, listing on EFQM website

*This ITQM Training counts 8 hrs towards EFQM's scheme for Continuing Professional Development (CPD) for renewal of the EFQM Assessor Certificate.*



# 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 \_\_\_\_\_

## Please complete:

EFQM Assessor Training attended

• from \_\_\_\_\_ until \_\_\_\_\_

• with \_\_\_\_\_

(name of organization)

Enclosed:

- PDF of EFQM Assessor Training (EFQM EAT or EFQM IAT) Certificate (Model 2020)
- PDF of EFQM Assessor Evaluation Report

Date \_\_\_\_\_

Signature \_\_\_\_\_

## Excellence Assessor Scoring Calibration **ONLINE** Training (based on EFQM Model 2020) (ITQM Certificate Training)

- November 6, 2021  
 November 21, 2021  
 December 4, 2021  
 December 18, 2021

SAR 2300.- / OMR 230.-  
EUR 520.- / CHF 550.-



## Registration

Please return the completed application form by mail 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 5 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: preparation documents, review of pre-training work, full-time coaching by Dr. Karl J. Koller - ITQM, PDF training documents, ITQM training certificate, listing on the ITQM website.

## 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 are possible for cancellations received less than 30 days before this training. Instead you will be issued with a 50% discount Training Voucher, which entitles you to attend a public course arranged by ITQM.