



# EFQM ASSESSOR ONLINE TRAINING MODEL 2020

**NEW**  
EFQM Model 2020

**Organize a Self-Assessment - Assess an Organization  
Become a Certified EFQM Assessor**

**Overview**

This EFQM Assessor Online Training was newly designed (based on the EFQM Model 2020) for individuals who want to understand, apply the EFQM Model within their working environment, and know variations of organizational self-assessments or be part of a team conducting external EFQM assessments. Using award application documents, participants will learn the tasks of an EFQM Assessor. This training is also a pre-requisite for anyone who wishes to become an Award Assessor for EFQM.

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 and get recognized as an EFQM Assessor (EFQM Training Certificate, listing on the EFQM/ITQM websites). 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 basics of the EFQM Excellence Model and the RADAR Logic
  - Learn to effectively apply the RADAR scoring to produce value adding performance analyses
  - Learn how to interpret an assessment feedback report
  - Understand how to organize a Self-Assessment
  - Understand the EFQM Excellence Model
  - Learn the skills to act as an EFQM Assessor (apply RADAR scoring, define strenghts and opportunities for improvement, develop an assessment report, etc.)
  - Learn from Best Practice organizations (video)
  - Understand the self-assessment process (case study)

**Methodology**

The workshop will be a mixture of exercises, discussions and presentations. During this practical training you will work with an award application document, analyse it and develop strenghts and opportunities for improvement.

**Benefits**

The “EFQM Assessor Training” is designed to give participants the skills and techniques to successfully organize and work in an assessment team. Following the training, participants should be able to start applying the skills they have learned by conducting a Self-Assessment in their organization and/or becoming a part of a team, conducting external EFQM assessments.

**Pre-Requisites**

Participants must have completed the EFQM Foundation Training and a Post-Foundation Training Project before attending this workshop. Prior to attending the workshop, participants will be required to complete pre-workshop exercises (approx. 8 hours). Failure to submit the pre-workshop work will result in automatic failure with no refund on the workshop fee. Contact us, if you need more information.

**Certificate**

Participants who pass the workshop, will receive the official EFQM certificate “EFQM Assessor” which is valid for 3 years.

**Who should participate?**

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

**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 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, 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** 3 days **ONLINE** Training

Dates/Time (Arab Standard Time)	Registration until
May 20-22, 2024, 03:00PM-09:00PM	April 30, 2024
June 24-26, 2024, 03:00PM-09:00PM	June 3, 2024
July 22-24, 2024, 03:00PM-09:00PM	July 1, 2024
August 26-28, 2024, 03:00PM-09:00PM	August 5, 2024
Sept. 30 - Oct. 2, 2024, 03:00PM-09:00PM	September 9, 2024
October 28-30, 2024, 03:00PM-09:00PM	October 7, 2024
November 25-27, 2024, 03:00PM-09:00PM	November 4, 2024
January 20-22, 2025, 03:00PM-09:00PM	January 1, 2025

**Language** English

**Fee** SAR 11100.-\* / OMR 1110.-\* / EUR 2630.- / CHF 2600.-  
SAR 9370.-\* / OMR 937.-\* / EUR 2240.- / CHF 2200.-  
**10% Discount for EFQM Members and for groups of 3 and more.**  
\* includes training, coaching pre-work, licensed EFQM training documentation, EFQM/ITQM training certificates, listing on EFQM/ITQM websites.

In cooperation with: European Foundation for Quality Management

# 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 Foundation Training attended • on \_\_\_\_\_  
(date)

• with \_\_\_\_\_  
(organization)

## Enclosed:

- copy of EFQM Foundation Training (EFQM FT) Certificate
- confirmation from EFQM FT Trainer regarding approval of Post Foundation Training Project

Date \_\_\_\_\_

Signature \_\_\_\_\_

## EFQM Assessor **ONLINE** Training (Certificate Training)

- May 20-22, 2024
- June 24-26, 2024
- July 22-24, 2024
- August 26-28, 2024
- September 30 - October 2, 2024
- October 28-30, 2024
- November 25-27, 2024
- January 20-22, 2025

SAR 9370.- / OMR 937.- / AED 9370.-  
EUR 2240.- / CHF 2200.-

## 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 (licensed), EFQM and ITQM training certificates, listing on the EFQM and ITQM websites.

## 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.

