



**EFQM**  
Training

# 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 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 (calibration scoring skills))
  - 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 Practise 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 before scoring the assessment report.

**Benefits**

The “EFQM Assessor Training” 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 Project before attending this workshop. Prior to attending the workshop, participants will be required to complete a piece of pre-workshop work (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 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 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).

<b>Duration</b>	3 days ONLINE	
<b>Dates</b>	January 10-12, 2021 February 7-9, 2021 March 8-10, 2021 April 13-15, 2021 May 9-11, 2021 May 31 - June 2, 2021 June 27-29, 2021 July 20-22 2021	<b>Registration until</b> December 20, 2020 January 18, 2021 February 15, 2021 March 13, 2021 April 9, 2021 April 30, 2021 May 27 2021 June 20 2021
<b>Working Hours</b>	10:00am to 05:00pm (Arab Standard Time)	

**Language** English

**Fee** SAR 11460.-\* / OMR 1175.-\* / EUR 2590 / CHF 2790-  
SAR 8600.-\* / OMR 885.-\* / EUR 1950 / CHF 2100

\* includes licensed EFQM training documentation, EFQM and ITQM certificates, listing on the EFQM and ITQM websites, European

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 re Post Foundation Project

Date \_\_\_\_\_

Signature \_\_\_\_\_

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

- January 10-12, 2021
- February 7-9, 2021
- March 8-10, 2021
- April 13-15, 2021
- May 9-11, 2021
- May 31 - June 2, 2021
- June 27-29, 2021
- July 20-22, 2021

SAR 8600.- / OMR 885.-  
EUR 1950.- / CHF 2100.-



## 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 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 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.