



**NEW
EFQM Model 2020
ONLINE Training**

EFQM FOUNDATION TRAINING

Learn about Excellence

Introduce the EFQM Excellence Model to your Organization

Overview

This EFQM Foundation Online Training is designed for individuals who want to get the core knowledge about the EFQM Model and to know how the EFQM Excellence Model can be used as a roadmap for Excellence. In some cases, the training will have fulfilled the learning needs of an individual. In many cases, the individual will want to consolidate his/her learning by applying the theory to a practical task.

The Post-Foundation Training projects provide an opportunity to consolidate the learning, as well as being a pre-requisite for the EFQM Assessor Training.

The circumstances for every individual will differ so the list of suitable projects is designed to provide flexibility. Upon completion of the project, a summary sheet should be completed and emailed to our institute.

Are you interested to learn how to use the EFQM Excellence Model? Or would you like to learn how the best organizations are Striving for Excellence? Then this training is for you!

Benefits

The "EFQM Foundation Training" is designed to get people in an organisation actively involved in using the EFQM Excellence Model to drive improvements. Following the training, participants should be able to start applying the skills they have learned to drive improvement teams or participate in a self-assessment.

After this training, you will be able to:

- understand the basics of the EFQM Excellence Model, and the RADAR Logic
- explain how the EFQM Model could benefit your organization and how it could be used to overcome current and future challenges
- explain how the Model is structured and how the different elements apply to your organization
- conduct a high level "health-check" of your organization

Methodology

This online training is delivered through Adobe Connect / ZOOM utilising e-work rooms, videos and streamed trainers. In this online training the trainer is also available for one-to-one Q&A after each session.

Who should participate?

This training is designed for CEOs, Executives, Department Managers, Managers working in the field of Quality, Quality Specialists.

Certificate

Participants receive the EFQM and ITQM Training Certificates.

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.

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 and an international accredited advisor/trainer of the European Foundation for Quality Management (EFQM), Brussels for over 25 years, 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 the Association of Change Management Professionals (ACMP).

Duration 1 day **ONLINE** Training

Dates/Time (Arab Standard Time)

- 21.01.2024, 03:00PM - 09:30PM
- 18.02.2024, 09:00AM - 04:30PM
- 14.04.2024, 03:00PM - 09:30PM
- 19.05.2024, 09:00AM - 04:30PM
- 23.06.2024, 03:00PM - 09:30PM
- 21.07.2024, 09:00AM - 04:30PM
- 25.08.2024, 03:00PM - 09:30PM

Language English

Fee* ~~SAR 3200.- / OMR 320.- / EUR 710.- / CHF 700.-~~
SAR 2470.- / OMR 247.- / EUR 590.- / CHF 580.-

10% for EFQM Members and for groups of 3 and more.
* includes licensed PDF training documentation, EFQM/ITQM training certificates, listing on the EFQM and ITQM Websites, validating Post-EFQM Foundation Training Project

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.

In cooperation with:



REGISTRATION FORM

E-mail registration to: info@itqm.ch

or register directly on our website: 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 _____

EFQM Foundation ONLINE Training

Training Dates

- January 21, 2024
- February 18, 2024
- April 14, 2024
- May 19, 2024
- June 23, 2024
- July 21, 2024
- August 25, 2024

SAR 2470.- / OMR 247.- / AED 2470.-
EUR 590.- / CHF 580.-

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 workshop 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 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 EFQM E-workshop material (licensed), EFQM and ITQM training certificates, listing on the EFQM and ITQM websites.

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.

