



# EFQM<sup>®</sup> EFQM CERTIFIED FOUNDATION TRAINING *COMPACT*

**NEW  
EFQM Model 2025  
ONLINE 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.

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 Certified Model 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
- understand the opportunities provided by EFQM data/insights
- gain an insight into the alternative uses of the EFQM Model

## 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.

## EFQM and ITQM Training Certificates

Participants who finish the pre-training tasks (2 hours) and pass the exam will receive the EFQM and ITQM Training Certificates. Participants will be well prepared for the exam.

This training is credited as part of the admission to the EFQM Assessor, Performance Improvement Practitioner or Excellence Practitioner Trainings.

## 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 adviser/trainer of the European Foundation for Quality Management (EFQM), Brussels for over 25 years, 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)

February 20, 2025, 09:00AM - 04:30PM

April 3, 2025, 09:00AM - 04:30PM

May 1, 2025, 09:00AM - 04:30PM

June 12, 2025, 09:00AM - 04:30PM

July 17, 2025, 09:00AM - 04:30PM

### Language

English

**Fee\*** ~~SAR 3300.- / OMR 336.- / EUR 850.- / CHF 800.-~~  
SAR 3100.- / OMR 315.- / EUR 800.- / CHF 750.-

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, Exam Fee

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](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 \_\_\_\_\_

## EFQM Foundation ONLINE Training *Compact* (Model 2025)

- February 20, 2025
- April 3, 2025
- May 1, 2025
- June 12, 2025
- July 17, 2025

SAR 3100.- / OMR 315.- / AED 3000.-  
EUR 800.- / 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 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, 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.