



**NEW**  
EFQM Model 2020  
ONLINE Training

# EFQM FOUNDATION TRAINING

Learn about Excellence

Introduce the EFQM Excellence Model to your organization

## Overview

This Online EFQM Foundation Training is designed for individuals who want to get the core knowledge about the EFQM Model and 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, EFQM Practitioner and EFQM Lens Trainings.

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 seven-hour-online-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 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, Department Managers, Managers working in the field of Quality.

## 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 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 20 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

7 hours **online** (E-Training)

## Dates/Time (Arab Standard Time - KSA)

17.01.2021, 09:00AM - 04:30PM  
06.02.2021, 09:00AM - 04:30PM  
21.02.2021, 09:00AM - 04:30PM  
07.03.2021, 09:00AM - 04:30PM  
18.03.2021, 09:00AM - 04:30PM  
29.03.2021, 09:00AM - 04:30PM  
12.04.2021, 09:00AM - 04:30PM  
06.05.2021, 09:00AM - 04:30PM  
27.05.2021, 09:00AM - 04:30PM  
17.06.2021, 09:00AM - 04:30PM  
12.07.2021, 09:00AM - 04:30PM

## Language

English

Fee\* ~~SAR 3200. / OMR 320. / EUR 780. / CHF 800.~~  
**SAR 1990.- / OMR 199.- / EUR 490.- / CHF 500.-**

\* includes licensed PDF training documentation, EFQM/ITQM certificates, listing on the EFQM and ITQM Websites, validating Post-EFQM Foundation 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 Training (Online)

### Training Dates

- January 17, 2021
- February 6, 2021
- February 21, 2021
- March 7, 2021
- March 18, 2021
- March 29, 2021
- April 12, 2021
- May 6, 2021
- May 27, 2021
- June 17, 2021
- July 12, 2021

SAR 1990.- / OMR 199.-  
EUR 490.- / CHF 500.-



### 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 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 are 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.