

EFQM Excellence Model - an overview

Duration:
One day



Your organisations may be required to demonstrate that you are a quality organisation providing quality services to users. The EFQM Excellence Model is used by many organisations, in all sectors, as a comprehensive quality framework. Whilst there are numerous management tools and techniques used within organisations, the Excellence Model provides an holistic view of the organisation and it can be used to determine how these different methods fit together and complement each other.

What you will learn

You will:

- develop your understanding of the Model
- be introduced to the basic concepts and principles which underpin the approach
- have a better understanding of how to use self-assessment techniques
- consider the necessary steps to plan and carry out a self-assessment at your organisation using the Model
- learn how to write a self-assessment report.

'The course was facilitated by an expert trainer... He was very helpful and demonstrated his expertise throughout. Excellent!'

Feedback from course participant

'Very helpful. Hit the mark'

Feedback from course participant

Who for

This course is suitable for **anyone**:

- who wants to gain an overview of the EFQM Excellence Model and the self-assessment process
- is considering implementing the EFQM Excellence Model and would like to learn more about the approach
- is a member of staff who will be part of a self-assessment team
- is currently using the EFQM Excellence Model and would like to improve their self-assessments or review their action plans.

Benefits

By attending this course you will:

- consider if the EFQM Excellence Model is the right approach for you
- learn more about the Model and how it relates to other quality approaches
- develop an action plan to take back to your organisation
- learn from your peers
- build your confidence so that you can take the lead in conducting a self-assessment in your organisation.

'Helpful trainer who made the course relevant to organisational needs.'
Feedback from course participant

TIP

CES delivers a range of courses on quality. If you are not sure which approach is right for you, you may wish to consider **Pathways to quality**.

For a full list of course dates, please visit the training calendar on our training pages at www.ces-vol.org.uk

To find out more about how CES training can help you, or to download a booking form from our website visit www.ces-vol.org.uk

If you have a question or are not sure which course is right for you, please get in touch. To speak to the training team directly, email training@ces-vol.org.uk or call **020 7713 5722**.