



Quality Management & Operational Excellence

**EFQM Certified Assessor**

## Course Introduction

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**EFQM** helps organizations perform better by creating data-driven insights backed up by industry experts, to fit priorities, the purpose, and people.

**This training program is designed** to equip participants to conduct a strategic assessment of an organization as part of a high-performing **EFQM** assessment team. A case study based on a real company forms the basis for a simulated assessment.

## Target Audience

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- Quality & Excellence Professionals – Driving continuous improvement.
- Executives & Senior Leaders – Enhancing business performance.
- Consultants & Trainers – Advising on excellence frameworks.
- Assessors & Auditors – Conducting internal/external assessments.
- Procurement & Supply Chain Experts – Evaluating supplier performance.
- HR & OD Leaders – Aligning leadership and culture with excellence.

## Learning Objectives

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- Gain competencies to identify the strategic priorities for an organization and ask strategically important questions
- Evaluate the ecosystem of an organization to provide context for an assessment
- Apply the EFQM diagnostic tools of radar and the business matrix advanced effectively
- Enhance appropriate hypotheses to support an EFQM assessment
- Prepare value-adding feedback for an organization

# Course Outline

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## • 01 DAY ONE

### **The Role of the Assessor**

- Understanding the Organisation
- Creating Hypotheses
- Understanding the Criteria

## • 02 DAY TWO

### **Tutor Review of Pre-work**

- Understanding RADAR
- Site Visit Interviews
- Role Play Interviews

## • 03 DAY THREE

### **Identifying Strengths and Opportunities for Improvement**

- Scoring
- Feedback Report – preparation and delivery

# Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
May 12, 2025	May 14, 2025	3 days	3250.00 \$	UAE - Abu Dhabi
Aug. 18, 2025	Aug. 20, 2025	3 days	3950.00 \$	England - London
Nov. 24, 2025	Nov. 26, 2025	3 days	3250.00 \$	UAE - Dubai