



Quality Management & Operational Excellence

EFQM 4th Generation Assessor: Excellence in Organizational Development

Course Introduction

The **EFQM Assessor 4th Generation** course is designed to equip professionals with the skills and knowledge necessary to conduct self-assessments based on the EFQM Organizational Development Path. This training will help participants understand how to prepare a high-quality submission, evaluate organizational performance, and apply EFQM principles effectively. Delivered by **BOOST**, this course provides practical insights into the latest EFQM framework and assessment methodologies.

Target Audience

- Quality and excellence managers
- EFQM assessors and consultants
- Organizational development professionals
- Senior executives and decision-makers
- Business process improvement specialists
- Professionals involved in performance assessment and benchmarking

Learning Objectives

- Understand the principles and structure of the **EFQM Organizational Development Path**.
- Conduct self-assessments using the **EFQM 4th Generation Model**.
- Analyse organizational strengths and areas for improvement.
- Prepare a well-structured submission for EFQM assessment.
- Apply best practices in assessing organizational excellence.
- Develop action plans for continuous improvement based on EFQM criteria.

Course Outline

• 01 DAY ONE

Introduction to EFQM and Organizational Excellence

- Overview of **EFQM 4th Generation Model**
- Understanding the **Organizational Development Path**
- Key concepts and principles of EFQM
- Introduction to the assessment methodology

• 02 DAY TWO

Conducting a Self-Assessment

- The role of self-assessment in continuous improvement
- Tools and techniques for conducting assessments
- Identifying strengths and areas for improvement
- Aligning assessments with strategic objectives

• 03 DAY THREE

How to Prepare an EFQM Submission

- Understanding submission requirements and evaluation criteria
- Structuring the submission effectively
- Writing compelling narratives with evidence-based data
- Common pitfalls and how to avoid them

• 04 DAY FOUR

EFQM Assessment Methodologies

- Scoring and feedback mechanisms
- Applying RADAR logic in assessments
- Role of assessors in evaluating performance

Conducting site visits and interviews

• 05 DAY FIVE

Action Planning & Continuous Improvement

- Developing actionable recommendations based on assessment results
- Strategies for embedding EFQM excellence in an organization

- Measuring the impact of self-assessments
- Building a culture of continuous improvement

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
April 21, 2025	April 25, 2025	5 days	4250.00 \$	UAE - Abu Dhabi
Aug. 18, 2025	Aug. 22, 2025	5 days	4250.00 \$	UAE - Dubai
Dec. 29, 2025	Jan. 2, 2026	5 days	4250.00 \$	UAE - Dubai