



# The EFQM Excellence Model

## Training and support options available from TEAL Consulting

**TEAL Consulting Limited** has extensive experience and high levels of skill in helping organisations in all sectors interpret and gain business benefit from the EFQM Excellence Model. We offer:

### **Awareness Briefings**

**TEAL** can brief different audiences from senior executives to frontline employees about the EFQM Excellence Model and the RADAR logic and how they relate to your organisation.

### **Self-assessment Training**

For those involved in using the Model to assess their own organisations, **TEAL** offers a unique training approach, based around a purpose-designed case study. This approach combines the advantages of case study training material with interactive, face to face learning in a simple, user-friendly format. We help people build a full understanding of how the EFQM Excellence Model can be used to assess and improve their organisation.

### **Licensed Assessor Training**

**TEAL** can also arrange full licensed training to Award Assessor standard, for those who need to understand the EFQM Excellence Model in greater depth.

### **Self-assessment Facilitation**

**TEAL** can guide clients through self-assessment based on the EFQM Excellence Model, from choosing the method through to using the feedback findings to plan action. Our advice will ensure that your organisation's self-assessment is valid and relevant, and will highlight improvement potential.

### **Self-assessment Validation**

**TEAL** can independently validate a self-assessment that has already been carried out. We provide an external perspective, assurance on the reliability of the findings, and feedback on possible ways forward.

### **Support for 'Committed to Excellence C2E' and 'Recognised for Excellence R4E'**

We can advise on the technical and marketing aspects relating to both processes, including helping clients choose an approach, plan the project, and create suitable briefings. **TEAL** experience includes providing support and challenge to the project team, directors and other senior sponsors, so that the organisation gains the greatest benefit from the assessment. We also help organisations absorb the assessor feedback so that they can exploit these to improve the business and its reputation.



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## Award Submissions

Many organisations enter for an award based on the EFQM Excellence Model, such as the UK Excellence Award. This does not have to be about winning, but about getting objective feedback from other professionals. A well-written award submission is essential to get real value from this approach, and **TEAL** has extensive experience in this field.

## Bid Support

With many organisations using the model as a basis for selecting suppliers we can provide expert coaching and advice on how organisations can effectively meet bid requirements. In addition we provide guidance on how organisations can present information in a cogent and appropriate way.

## Coaching Co-ordination

Co-ordinating self-assessment and improvement activity based on the Model is a skill in itself, and can be a demanding role. **TEAL** can give support and guidance to people who have that role, with skills training and transfer and project management facilitation if appropriate.

## Improvement Project Support

Improvement based on Excellence principles lies at the heart of using the EFQM Excellence Model. Organisations will identify potential through self-assessment; **TEAL** can then assist with managing and supporting improvement projects across the full range of business activities.

## For More Information

This list is not exhaustive. Our experience enables us to support all approaches and client requirements. Please contact us at [info@tealconsulting.co.uk](mailto:info@tealconsulting.co.uk) for a personalised discussion on how we can help you become a Recognised for Excellence organisation.

## CONTACT US

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