



# EFQM Excellence Model Self-assessment training

An EFQM self – assessment programme can be a more relevant and straight-forward alternative to licensed assessor training courses.

We offer a two-day course which provides comprehensive training in how to use the Model for self-assessment and improvement within participants' own organisations. It takes delegates through the principles and assessment techniques of the Model, showing how strengths and improvement opportunities can be identified, and how these can be built into future planning.

The course uses case study material (shorter and simpler than that used to train Award assessors) to help participants to learn about the Model in an objective context, and then apply these principles to their own business. It incorporates thorough assessment training, and focuses on using the Model to drive operational excellence. Pre-course work forms an essential part of the training.

## Programme Content

An outline of the content is set out below, but the critical aspect will be to customise the programme to the business' objectives:

- Background to the EFQM Excellence Model: its origins and concepts.
- Identifying how strategies and initiatives already under way within participants' own organisations relate to the criteria of the EFQM Excellence.
- Using the Model to identify strengths and improvement opportunities.
- General lessons from use of the Model and how organisations have progressed.
- A summary of the various options for self-assessment based on the Model.
- Moving Forward: Practical issues on using the Model within participants' organisations, including potential difficulties and how these may be overcome.

## Benefits

- Appreciate the principles of the EFQM Excellence Model, and how it relates in practice to your business.
- Understand the principles of assessment, and be able to apply them to a range of self-assessment methods.
- Be able to select the most appropriate way to use the Model within your business.
- Gain a clear understanding of how to use to use the Model to generate improved performance and results.

## To Find Out More

To find out more please contact us on our website at [www.tealconsulting.co.uk](http://www.tealconsulting.co.uk) or email us at [info@tealconsulting.co.uk](mailto:info@tealconsulting.co.uk).

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