

EFQM EUROPEAN ASSESSOR TRAINING

Acknowledge strengths and identify potential improvements (Certificate Training)

Overview

The EFQM Excellence Model, developed by the European Foundation for Quality Management (EFQM), is an internationally-used TQM concept. The EFQM Model enables organizations to analyze themselves systematically. All the necessary elements for business excellence (process quality, employee satisfaction, customer satisfaction, leadership quality, etc.) are analyzed. Through a self-assessment according to the EFQM Model, an organization learns about its strengths and identifies potential improvements. The results of this assessment are the basis for further actions.

The EFQM Excellence Model is the basis for the EFQM Excellence Award (former European Quality Award) as well as for the Dubai Quality Award, the Dubai Government Excellence Program and the King Abdulaziz Quality Award.

Goals

- Understand the basics of Total Quality Management
- Understand the EFQM Excellence Model
- Understand the assessment process for the EFQM Excellence Award
- Understand the self-assessment process (case study)

Topics

- Overview of Total Quality Management
- Overview of the EFQM Excellence Model
- Overview of the Malcolm Baldrige National Quality Award
- Different approaches for deploying a self-assessment process
- EFQM Levels of Excellence
- EFQM Excellence Award Levels
- RADAR logic
- Assessment process (based on case study work)

Benefits

- Get a realistic view of the quality of your organization
- Identify where to focus improvement efforts
- Learn how to bring initiatives together into a single framework
- Encourage the sharing of good practice internally and externally
- Understand the drivers behind business results

Who should participate?

This workshop is designed for CEOs, Department Managers, Managers working in the field of Quality.

Certificate

Participants who successfully complete the workshop receive the official EFQM certificate "EFQM European Assessor". Active participation during and adequate preparation prior to the workshop (about 10-15 hours work) are required in order to receive the certificate.

Workshop-Coach



Dr. Karl J. Koller is the CEO of TQM Consulting Group Inc. (TQMCG) with offices in Dusseldorf, Munich, and Zurich. He earned a master's degree in business administration (MBA) and received his doctorate in management from the University of St. Gallen, Switzerland. He worked and studied in the USA for several years. Mr. Koller has more than 20 years of practical experience with international companies as well as with universities. He has been working in the field of Total Quality Management for many years with a focus on management in the TQM process and on the EFQM Excellence Model. In addition to his consulting activities, he spent several years as a visiting faculty member for Total Quality Management at a number of universities. During his doctoral studies he spent two years as a visiting research fellow at Northwestern University, Evanston, IL, USA.

Dr. Koller has published several articles about Quality Management and presented at national and international conferences for Quality Management. He conducts TQM study tours within the USA on a regular basis (TQM in manufacturing, logistics, higher education, health care).

Dr. Koller is an Assessor for the EFQM Excellence Award and a licensed trainer of the European Foundation for Quality Management (EFQM), Brussels, a Six Sigma Black Belt and a QFD Black Belt. He is a senior member of the American Society for Quality (ASQ) and member of the American Management Association (AMA), the Council of Supply Chain Management Professionals (CSCMP), the International Project Management Association (IPMA) and the European Association for Institutional Research (EAIR).

DISCOUNT
for members of the
Saudi Arabian Quality
Council!

Duration	3 days	
Dates	Place	Registration until
April 21-23, 2009	Dubai	March 15, 2009
April 25-27, 2009	Jeddah	March 15, 2009
April 28-30, 2009	Riyadh	March 15, 2009
May 2-4, 2009	Dammam	March 15, 2009

Working Hours	8:00am to 3:30pm
Language	English
Fee	SAR 6,500.-* / AED 6,300.-*

* includes licensed workshop documentation, lunch and refreshments

SPECIAL OFFER

Members of the Saudi Arabian Quality Council (SQC) receive a 10% discount on the regular workshop fee.

EFQM The training is provided by our partner **TQM Consulting Group Inc. (TQMCG)**, Switzerland, licensed by the European Foundation for Quality Management (EFQM), Brussels. TQMCG is corporate member of the Dubai Quality Group (DQG) and the Saudi Arabian Quality Council (SQC).

REGISTRATION FORM

Fax registration to:

Fax +41-44-880-2120

Mail registration:

**Institute for Total Quality Management
Baulerstrasse 20
CH-8152 Zurich-Glattbrugg
Switzerland**

Personal Information

Mr. Ms. Title _____

First Name _____

Last / Family Name _____

Job Title _____

Organization _____

Department _____

Address _____

Zip Code/City _____

Country _____

Phone _____

Fax _____

E-mail _____

Member of:

Saudi Arabian Quality Council (SQC)

member ID #: _____

Date _____

Signature _____

EFQM European Assessor Training (Certificate Training)

- April 21-23, 2009 in Dubai
- April 25-27, 2009 in Jeddah
- April 28-30, 2009 in Riyadh
- May 2-4, 2009 in Dammam

SAR 6,500.- / AED 6,300.- / US\$ 1,800.-

Special Offer

Members of the **Saudi Arabian Quality Council (SQC)**, receive a **10% discount** on the regular workshop fee. This discount cannot be accumulated with other discounts.

Registration

Please return the completed application form by mail, fax, or e-mail. A maximum of 20 people can participate in this workshop. Registrations will be accepted in the order that they are received/paid.

Language

The workshop is conducted in English.

Payment

The invoice for the workshop will be mailed to you when your registration is received. The participation fee must be paid before the final date for registration.

Discount for participating teams

Receive a 10% discount for each participant if 3 or more people from the same organization register together. This offer can not be combined with any other special offer.

Services

The workshop fee includes: Full-time coaching by Dr. Karl J. Koller, original EFQM workshop material (licensed), TQMCG workshop material, welcome coffee upon arrival, coffee breaks, daily international lunch buffet, basic stationery kit, mineral water.

Hotel Room

Information about special room rates can be obtained upon registration.

Cancellation

For cancellation after the final date for registration, 70% of the participation fee will be charged. Substitution at least one week prior to the workshop will be accepted.