

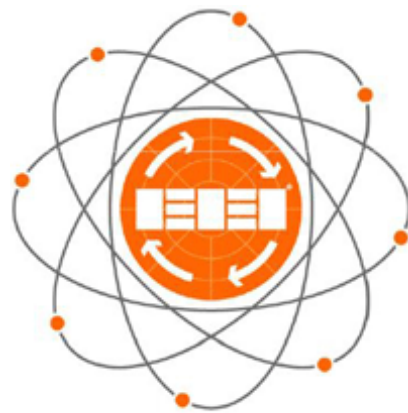


AFOES CONSULTANTS

Management System Consultants & Educators

Introduction to Fundamental Concept of Excellence...The EFQM way

Course No: 99401060



The model is a registered trademark of the EFQM

Who Should Attend

- **CEO's**
- **Senior Managers**
- **Quality Professionals**
- **Process Owners**
- **Senior Managers**
- **Process Designers and Re-engineers**

Introduction

An introduction to Business Excellence as a concept, how it might work for your business. Learn how to start and sustain a business performance improvement culture in your organization.

This full-day workshop is designed for organizations' that want a practical simple to use approach to deter-

mine the key actions that will result in significant improvement in performance. A hands-on approach which is specifically designed to provide the necessary knowledge for understanding the model and preparing for submission document.



Business Benefits

- Enable Managers to use the Criteria for Performance Excellence for their organization.
- Help you go beyond mere compliance to improve your firm's competitive and profit performance.
- Participants will understand what performance excellence is and the effects of excellence.
- You will also learn about the high performance concepts and values, what the components of the Criteria for Performance Excellence are and finally you will be shown how to embark on the journey to excellence - the improvement plan.
- This course maximizes on Participant interaction and guides you to resources that will help your firm excel.

Course structure



Competence Objectives

Delegates should be able to demonstrate competence in:

- An insight into the practices of excellent organizations;
- An understanding of the Business Excellence framework and how it guides organizations to achieve excellent performance and results;
- An understanding of the concepts and values of high performing organizations and the common behaviors they exhibit;
- An understanding of the excellence pathway and how to implement an organizational improvement roadmap; and
- Be able to use the framework to prepare submission document for your organization.



Approach

With the emphasis on practical application, the sessions will run with delegates working in rolling teams on tasks and discussions, followed by syndicates of 2/3 analyzing and discussing the techniques in review and how/when/where they could be applied .

Lecturer

The lecturing team is comprised of professionals who have been especially selected for their recognized knowledge and experience in the field of Business Process Improvement, Business Process Re-engineering and Six Sigma.



Primary Business Address
PO Box 45059
Abu Dhabi
United Arab Emirates

Phone: 009712 6763191
Fax: 009712 6763931
E-mail: training@afoes.ae
Web: www.afoes.ae