

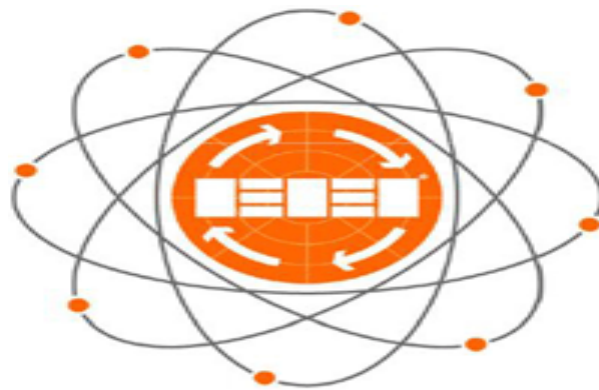


## **AFOES CONSULTANTS**

Management System Consultants & Educators

# **The Journey Towards Excellence ...An EFQM way**

Course No: 99401061



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

This workshop is aimed at organizations who are at the start of the Excellence journey and/or at individuals who are starting a Business Excellence initiative in their organization or are joining a Business Excellence programme that is currently being run in their organization. The programme includes all the aspects that are necessary to effectively start an Excellence initiative.



## Business Benefits

- This course will help participants to develop a culture of continual improvement, both personally and for their organization. It will help them to understand who their stakeholders are, including segmentation, to use various management tools and techniques, including the EFQM Excellence Model, the Radar scoring system and the different assessment approaches, and to acquire a proactive and positive approach to measurement.
- This course will help participants answer the following questions:
  1. Where are we now?
  2. Where do we want to be?
  3. How will we get there?

## Objectives of this workshop

Over the course of the 3 days, the participants will visit these 3 questions to varying degrees of intensity. At the end of the course they will better appreciate what is required to set out on the journey to excellence not just in terms of tools and techniques but also culture. They will leave with a road map to progress towards excellence, based on a draft action plan that will help set them on the path and give them the opportunity to receive external recognition for progress made.

# Course structure



## Competence Objectives

By the end of this course participants will have:

- Gained increased understanding of the EFQM Excellence Model, RADAR and the Fundamental Concepts of Excellence
- Developed an understanding of how to use Self-Assessment to help drive the 'Journey to Excellence'
- Developed a road map/project plan for progressing the 'Journey to Excellence' within their organization
- Understood the cultural aspects of excellence and developed a plan to engage people within their organization
- Learned how to use some of the tools and techniques which deliver real improvement
- Gained experience of one approach to Self-Assessment and an understanding of how the Self-Assessment process evolves
- Developed understanding of EFQM's 'Levels of Excellence', and in particular the first level - Committed to Excellence
- Learned some of the key "do's and don'ts" such that they can put their journey to excellence on the fast track



## Approach

With the emphasis on practical application, the sessions will run with delegates

## 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.



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