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Course Name

EFQM 4th Generation Assessor: Excellence in Organizational Development

Sector Name
Quality Management & Operational Excellence

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EFQM 4th Generation Assessor: Excellence in Organizational Development

Course Introduction

The **EFQM Assessor 4th Generation** course is designed to equip professionals with the skills and knowledge necessary to conduct self-assessments based on the EFQM Organizational Development Path. This training will help participants understand how to prepare a high-quality submission, evaluate organizational performance, and apply EFQM principles effectively.

Delivered by **BOOST**, this course provides practical insights into the latest EFQM framework and assessment methodologies.

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Target Audience

- ✓ Quality and excellence managers
- ✓ EFQM assessors and consultants
- ✓ Organizational development professionals
- ✓ Senior executives and decision-makers
- ✓ Business process improvement specialists
- ✓ Professionals involved in performance assessment and benchmarking

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Learning Objectives

- ✓ Understand the principles and structure of the EFQM Organizational Development Path.
- ✓ Conduct self-assessments using the EFQM 4th Generation Model.
- ✓ Analyse organizational strengths and areas for improvement.
- ✓ Prepare a well-structured submission for EFQM assessment.
- ✓ Apply best practices in assessing organizational excellence.
- ✓ Develop action plans for continuous improvement based on EFQM criteria.

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Course Outline

✓ 01 DAY ONE

Introduction to EFQM and Organizational Excellence

- ✓ Overview of **EFQM 4th Generation Model**
- ✓ Understanding the **Organizational Development Path**
- ✓ Key concepts and principles of EFQM
- ✓ Introduction to the assessment methodology

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Course Outline

✓ 02 DAY TWO

Conducting a Self-Assessment

- ✓ The role of self-assessment in continuous improvement
- ✓ Tools and techniques for conducting assessments
- ✓ Identifying strengths and areas for improvement
- ✓ Aligning assessments with strategic objectives

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Course Outline

✓ 03 DAY THREE

How to Prepare an EFQM Submission

- ✓ Understanding submission requirements and evaluation criteria
- ✓ Structuring the submission effectively
- ✓ Writing compelling narratives with evidence-based data
- ✓ Common pitfalls and how to avoid them

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Course Outline

✓ 04 DAY FOUR

EFQM Assessment Methodologies

- ✓ Scoring and feedback mechanisms
- ✓ Applying RADAR logic in assessments
- ✓ Role of assessors in evaluating performance
- ✓ Conducting site visits and interviews

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Course Outline

✓ 05 DAY FIVE

Action Planning & Continuous Improvement

- ✓ Developing actionable recommendations based on assessment results
- ✓ Strategies for embedding EFQM excellence in an organization
- ✓ Measuring the impact of self-assessments
- ✓ Building a culture of continuous improvement

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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
March 14, 2027	March 18, 2027	5 days	4250.00 $	Qatar , Doha
May 3, 2027	May 7, 2027	5 days	4950.00 $	Spain , Madrid
Aug. 30, 2027	Sept. 3, 2027	5 days	4250.00 $	UAE , Dubai
Jan. 4, 2027	Jan. 8, 2027	5 days	4250.00 $	UAE , Dubai

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