



# EFQM: Leaders for Excellence (L4E)



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**Meirc**  
Training & Consulting

## Why Attend

What is the definition of excellence? What are the fundamental concepts that organizations need to embody in order to become excellent? Are there criteria for excellence that an organization can use to assess itself? How to ensure continuous improvement across all aspects of the organization? The EFQM Model was developed to answer all of the above questions.

In this course, we will fully explain the EFQM Excellence Model and its 3 main components. Participants will be able to review, reflect on and practice each component in a group environment. Upon completion, participants will be able to assess their organizations' level of excellence and determine areas for strategic improvement.

## Course Methodology

This course uses a real life case study supplied by EFQM for participants to practice the different topics. It also introduces the Business Excellence Matrix (BEM) Excel based assessment tool.

## Course Objectives

By the end of the course, participants will be able to:

- Use self assessment as an improvement tool
- Develop a roadmap for their organization's action plan
- Prioritize improvement actions to ensure effective use of resources
- Develop a plan to engage people within their organization to drive improvement efforts
- Utilize tools and techniques to improve performance
- Defend EFQM's levels of excellence to determine own goals and aspirations
- Recognize the cultural aspects of excellence to improve non tangible strengths

## Target Audience

Professionals, leaders, supervisors and all those who are engaged in excellence, quality management implementation and improvement of organizational performance. Individuals who are leading or participating in organizational effort to apply for distinguished national and international quality awards based on the EFQM Model will also find the course beneficial.

## Target Competencies

- Business management
- Results orientation
- Leadership skills
- Continuous improvement
- Strategy management
- KPI management

## Course Outline

- The EFQM Excellence Model
  - Responding to drivers of change
  - The definition of excellence
  - The 8 Fundamental Concepts (FCs) of excellence
  - Using the 9 excellence model criteria: model dynamics
  - Applying the 5 enablers criteria
  - Applying the 4 results criteria
  - Integrating of FCs into the model
  - Mapping strategic themes using the model
- Applying the 'RADAR' Logic for Continuous Improvement
  - Elements of 'RADAR': Results, Approach, Deployment, Assess and Refine
  - Using RADAR with enablers
  - Using RADAR with results



- Identifying organizational strengths and areas for improvement
- Preparing meaningful feedback to management
- Excellence Achievement and Recognition
  - EFQM's recognition schemes and levels of excellence
  - Characteristics of excellent and award winning organizations
  - Progressing in the journey to excellence
  - Assess and refine attributes
- Driving Organizational Improvement
  - The change spectrum
  - RADARizing improvements
  - Criteria for prioritizing organizational improvements
  - 'SMART' objectives
  - Implementing improvements using the 'DMAIC' methodology
  - Cause and effect diagrams
  - Understanding your sphere of influence
  - Four step process to analyze problems
- EFQM Model Management Documents
  - The format of the management document
  - Compiling the components of an EFQM management document
  - Using the enabler map to detail approaches
  - Completing a self assessment using the business excellence matrix
  - Achieving level 2 certification



## Associations

**EFQM** : Meirc Training & Consulting is an International Licensed Trainer (LT) with EFQM certified to deliver EFQM's training courses. As a recognized LT, Meirc has a thorough understanding of the EFQM Excellence Model backed by a second-to-none track record in the training and consulting industry in the region. EFQM is a not-for-profit entity committed to help organizations drive improvement through the EFQM Excellence Model, a comprehensive management framework used by over 30,000 organizations in Europe and worldwide. The EFQM Model also serves as a basis for most private and public sector excellence and quality awards in the region. Meirc is licensed to offer all 3 available EFQM courses which are: Leaders for Excellence, Journey to Excellence and the Internal Assessor Training.



**Fees: US\$** (including coffee breaks and a buffet lunch daily)

Per participant - 2019

**US\$ 3800**

Fees + VAT as applicable

UAE Tax Registration Number 100239834300003

Successful candidates on this course will be awarded EFQM's official Leader for Excellence (L4E) - Level 1 qualification and certificate.



## Courses in Quality and Productivity

Dates	Course Name	Language	Location	Fees
18 - 22 Aug, 2019	Lean Thinking: A Strategy for Operational Excellence	English	Dubai	US\$ 4800
25 - 29 Aug, 2019	Total Quality Management (TQM): Tool Box for Continual Improvement	Arabic	Dubai	US\$ 4800
1 - 5 Sep, 2019	Simplification of Work Processes and Procedures	English	Dubai	US\$ 4800
8 - 12 Sep, 2019	ASQ Approved Lean Six Sigma Green Belt	English	Dubai	US\$ 5100
15 - 19 Sep, 2019	Process Management: Mapping and Improvement	English	Dubai	US\$ 4800
22 - 26 Sep, 2019	Total Quality Management (TQM): Tool Box for Continual Improvement	Arabic	Dubai	US\$ 4800
13 - 17 Oct, 2019	Certified Six Sigma Yellow Belt	English	Dubai	US\$ 5100
20 - 24 Oct, 2019	Certified Quality Management Professional	English	Dubai	US\$ 5100
27 - 31 Oct, 2019	Simplification of Work Processes and Procedures	Arabic	Riyadh	US\$ 4800
10 - 14 Nov, 2019	ASQ Approved Lean Six Sigma Green Belt	English	Dubai	US\$ 5100
17 - 21 Nov, 2019	Improving Productivity through Quality Enhancement and Cost Reduction	English	Dubai	US\$ 4800
24 - 28 Nov, 2019	Total Quality Management (TQM): Tool Box for Continual Improvement	English	Dubai	US\$ 4800
1 - 5 Dec, 2019	Certified Quality Management Professional	Arabic	Dubai	US\$ 5100
8 - 12 Dec, 2019	Process Management: Mapping and Improvement	English	Dubai	US\$ 4800
15 - 19 Dec, 2019	Certified Lean Six Sigma Green Belt	English	Dubai	US\$ 5100
22 - 26 Dec, 2019	Simplification of Work Processes and Procedures	Arabic	Dubai	US\$ 4800



# Meirc Timeline

