

Foundations of the EFQM Excellence Model

Understand the EFQM structure, criteria and RADAR logic, then apply them to your own organisation in a self-assessment workshop.

Level	Foundation
Duration	3 days · 18 training hours
Fee	399 AED
Group size	6 - 20 participants
Delivery	In-house · Public run · Live virtual
Runs each year	8 February and 13 September

All training programmes are accredited by the Sharjah Private Education Authority.

Programme objectives

- Explain the EFQM structure, its dimensions and sub-criteria
- Apply RADAR logic to your organisation's real practices
- Run an initial self-assessment and prioritise the gaps
- Draft evidence that substantiates the claims in a submission

Who it is for

Excellence managers, quality coordinators, award submission team members and planning managers.

Prerequisites: None. A general familiarity with your organisation's structure and core processes helps.

Programme outline

Day 1 — The conceptual frame

- How excellence models evolved and where EFQM sits
- The three dimensions: direction, execution, results
- The sub-criteria and what an assessor looks for in each
- Exercise: decomposing one criterion into measurable requirements

Day 2 — RADAR logic

- Approach: soundness and integration
- Deployment: implementation and structure
- Assessment and refinement: measurement, learning, improvement
- Exercise: RADAR-scoring one of your existing practices

Day 3 — Self-assessment and the closure plan

- Self-assessment approaches and when each fits
- Self-assessment workshop on your own organisation
- Building and coding the evidence matrix
- From score to a gap-closure plan with owners and dates

Competencies developed

- Organisational assessment
- Gap analysis
- Systems thinking
- Reading excellence criteria

What participants take away

- A bilingual participant handbook
- A ready-to-use self-assessment template in Excel
- A blank evidence matrix plus one worked example
- A company-issued certificate of attendance

How it is assessed

Continuous assessment through workshop exercises, plus a closing exercise scoring a real criterion from your organisation.

About the company

Innovation Excellence Consulting & Training is a Sharjah-based firm working with government and private organisations across the UAE and the region. We deliver management consulting, excellence award readiness, customer experience, corporate innovation, ISO certification and research — alongside accredited, applied training programmes.

Programmes accredited by the Sharjah Private Education Authority · 3,500+ professionals trained · 40 government and private entities

Why train with us

- No less than 40% of every programme is exercises and case work, not lecturing.
- Programmes designed on the ADDIE model, with cases drawn from the participants' own workplace.
- Trainers with genuine field experience in the work they are teaching.
- Delivered in Arabic and English to the same standard — in-house, public or virtual.

Register for this programme



To register, or to run this programme at your premises, get in touch — or register directly from the programme page on our site.

+971 6 558 7807

+971 55 139 9356

info@innovationexcellence.ae

www.innovationexcellence.ae

Office 37, One Center, Al Buttina Sharq St., Sharjah, United Arab Emirates

Fees are per participant in UAE dirhams and exclude VAT. Confirm the year of each run on our website.