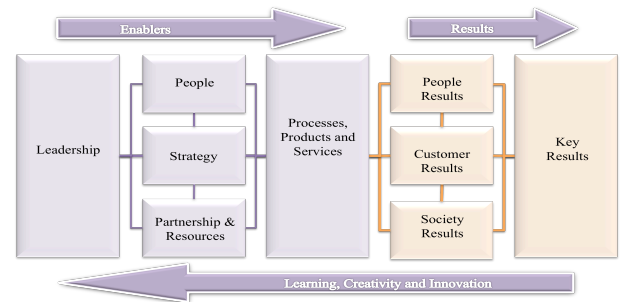


COURSE OVERVIEW

The EFQM Excellence Model is the most widely used organisational framework in Europe and it is the basis for the majority of national and regional Quality and Excellence Awards. It is also used increasingly as a business improvement tool by organisations who want to assess themselves against a very stretching and wide ranging benchmark.



EFQM Excellence Model 2010 ©

The EFQM Excellence Model has been thoroughly updated and improved and delegates will be introduced to the Model and to how it can be used to add value for the organisation, its customers and other stakeholders.

WHO WILL THE COURSE BENEFIT ?

This one day workshop is for managers who want to understand how their organisation shapes up; what it's good at and where it needs to improve.

COURSE OBJECTIVES

To give delegates an awareness of the EFQM Excellence Model 2010 and to provide them with some practical tools and techniques to use back in the workplace.

SKILLS GAINED

On completion of the one day course, delegates will understand:

- The scope of EFQM 2010
- The RADAR Assessment and Management tool
- Uses of the Excellence Model
- Methods of self assessment
- How to position the Excellence Model with quality systems and standards
- Benefits of and barriers to using the Model
- Planning for Excellence

DURATION AND FORMAT

This is a one day course, starting at 9:15am and finishing at 4:30pm

DATES, LOCATION AND PRICES

24th April 2012

Leeds

03rd July 2012

Warrington

02nd October

Newcastle

Joint NoEE/BQF Members £145.00 plus VAT; Non-Members £295.00 plus VAT

FURTHER INFORMATION & BOOKINGS

For further information or to make a booking please call **01925 715245** or email events@northofenglandexcellence.co.uk

In Partnership with

