

Course Title: Business Excellence Model – 1-day course
Thursday 9th October

Trainer: Neil Farnworth

Duration:

09:45 for 10:00 start 16:00 end

Who should attend?

This training has been designed for all professionals who need to understand the model and be able to communicate the benefits to others who are considering its application. This enjoyable workshop will be delivered in short taught sections combined with facilitated discussions and exercises

Why should you attend?

To provide an overview of continuous improvement and how the EFQM Excellence model fits in terms of its application. This session will provide delegates with an insight into the workings of the process and the benefits it can bring to a wide range of businesses.

The delegates will also learn the importance of creating the right climate for the introduction of the idea of the Business Excellence Model to their clients.

Course Outline

What is the Model?

- How the model originated

- Other models associated with the quest for continuous improvement

- Key criteria: Enablers and results

- Benefits of using the model

How the model may be applied to business

- People issues; leadership, commitment and buy-in

- 3rd party skills in introducing the model

- Creating a climate of 'continuous improvement'

- Case studies

Maintaining the process

- Methods of assessment and scoring

- Notes of self-assessment