MAWA EVENTS

Address: No. 857, Block A2. Leisure Commerce Square - No 9., 46150 Petaling Jaya, Selangor, Malaysia

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EFQM: INTERNAL ASSESSOR

"Develop the expertise to assess organizational excellence using the EFQM framework and drive continuous improvement."

Schedule

Venue (InHouse)	Fees
At Your Organization Premises	Ask For The Quotation

Introduction

The EFQM (European Foundation for Quality Management) Model is a globally recognized framework for assessing and improving organizational performance. The EFQM: Internal Assessor program equips participants with the knowledge and skills to conduct internal assessments, identify strengths and areas for improvement, and support organizations in achieving excellence.

This course provides a comprehensive understanding of the EFQM Excellence Model, assessment methodologies, scoring systems, and reporting techniques. Participants will gain practical experience in conducting internal assessments through case studies, simulations, and guided exercises, preparing them to contribute to continuous improvement initiatives and organizational success.

Objectives

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

- Understand the EFQM Excellence Model and its criteria.
- Conduct internal assessments using EFQM methodology.
- Evaluate organizational performance against EFQM standards.
- Identify gaps, strengths, and areas for improvement.
- Prepare assessment reports and recommendations.
- Facilitate organizational learning and improvement initiatives.
- Apply scoring and evidence-based evaluation techniques.
- Support strategic planning and excellence initiatives within the organization.

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Why Attend

Organizations pursuing excellence require skilled internal assessors to evaluate processes, systems, and outcomes effectively. This program empowers participants to understand the EFQM model, assess performance objectively, and support continuous improvement efforts.

Whether you are a quality professional, team leader, or manager, this course enhances your ability to drive performance excellence and organizational growth.

Target Audience

This course is suitable for:

- Quality and Process Improvement Professionals
- Managers and Team Leaders
- Internal Auditors and Compliance Officers
- Business Excellence and Continuous Improvement Coordinators
- Consultants supporting organizational development
- Professionals responsible for performance measurement and improvement

Individual Benefits

- Gain practical skills in EFQM assessment and evaluation.
- Enhance understanding of organizational excellence principles.
- Develop the ability to identify improvement opportunities effectively.
- Strengthen analytical, reporting, and recommendation skills.
- Increase professional credibility in quality and excellence initiatives.
- Build confidence to lead or support internal assessment projects.

Organizational Benefits

- Improve internal assessment capabilities and accuracy.
- Support continuous improvement and organizational development initiatives.
- Identify strengths, weaknesses, and improvement opportunities systematically.
- Align organizational processes with EFQM excellence standards.
- Enhance overall performance and competitiveness.
- Build a culture of excellence and evidence-based decision-making.

Instructional Methodology

The program uses an interactive, practical approach combining theory with hands-on exercises and real-life examples.

Methodology includes:

- Lectures and discussions on EFQM principles and assessment criteria
- Case studies and best-practice examples
- Guided internal assessment simulations
- Group exercises for evidence collection and scoring
- Report writing and recommendation workshops
- Feedback and coaching sessions

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Course Outline

Module 1: Introduction to EFQM Excellence Model

- Overview of EFQM and its principles
- Understanding the nine criteria and RADAR logic

Module 2: Assessment Process and Methodology

- Planning and conducting internal assessments
- Evidence gathering and evaluation techniques

Module 3: Scoring and Benchmarking

- Scoring methodologies and rating scales
- Benchmarking organizational performance

Module 4: Identifying Strengths and Improvement Areas

- Gap analysis and root cause identification
- Prioritizing improvement initiatives

Module 5: Reporting and Recommendations

- Preparing comprehensive assessment reports
- Communicating findings to management effectively

Module 6: Practical Internal Assessment Simulation

- Conducting a mock internal assessment
- Scoring, analyzing, and reporting results

Module 7: Supporting Continuous Improvement

- Linking assessment findings to strategic and operational improvement
- Driving organizational learning and excellence initiatives

Module 8: Capstone Exercise

- Conducting a complete internal assessment for a case scenario and presenting results

Certification

Upon successful completion, participants will receive a Certificate as EFQM Internal Assessor, recognizing their ability to conduct internal assessments, evaluate organizational performance, and support continuous improvement initiatives aligned with EFQM Excellence standards.

Why Choose MAWA Events

- **Global Expertise:** More than 17 years of experience in professional training and consulting.
- **Industry-Leading Faculty:** Courses delivered by seasoned professionals with hands-on experience.
- **Practical Insights:** Learn to turn theory into actionable strategies for real-world business impact.
- **Client-Focused Solutions:** Customized programs designed to achieve your organisation’s unique goals.

In-House / Customized Training Interested in running this course for your team? Please contact us:	TEL: **+601116373203**	EMAIL: **info@mawaevents.net**

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