

## Facilitation of an EFQM self-assessment

### Added value for customer

- Introduction of an instrument for analysis of the organisation's development status on its way to excellence
- Organisation-wide identification of strengths and opportunities for improvement
- Strategic positioning of the organisation in top management
- Coordinated improvement actions with continual monitoring
- Impulse for further development beyond day-to-day business

### Objective

Comprehensive identification of the strengths and potentials of the Organization on the basis of the EFQM model and systematic conclusion of improvement projects and measures.

### Contents

- Methods, advantages and benefit of EFQM self-assessment are presented in a workshop
- The participants are given basic information on the objectives and structure of the EFQM model
- The criteria are presented and evaluation is explained
- Self-assessment of own organisation is performed in a facilitated workshop with identification of strengths and opportunities for improvement
- Finally, the identified areas for improvement are prioritised objectives are derived

### Example

- 1st day: EFQM basics with practical exercises and definition of actions for preparation and planning of data collection and self-assessment; appointment of criteria owners and of a self-assessment team
- In between 1st and 2nd day: data collection by criteria owners
- 2nd, 3rd and 4th day: self-assessment based on data collection. Determination of strengths and opportunities for improvement for the organisation. Prioritization and derivation of objectives