

EFQM Principles & Action: Driving Organizational Excellence

2027 16 – 12
Accra (Ghana)

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PARTNER





Day 2: RADAR Logic and Self-Assessment

- Understanding RADAR: Results, Approach, Deployment, Assessment, Refinement
- Applying RADAR to both Enabler and Result criteria
- Conducting organizational self-assessments step by step
- Identifying strengths, gaps, and improvement opportunities

Day 3: Implementing EFQM in Organizations

- Building an effective EFQM implementation strategy
- Aligning organizational values and culture with EFQM principles
- Applying change management to support EFQM implementation
- Overcoming typical challenges in adopting the EFQM model

Day 4: Continuous Improvement and Excellence

- Using EFQM to drive organizational improvement and innovation
- Prioritizing improvement actions for maximum impact
- Developing SMART objectives aligned with excellence goals
- Monitoring progress and measuring performance

Day 5: EFQM Recognition and Best Practices

- Exploring EFQM recognition schemes and levels of excellence
- Studying award-winning organizations and best-practice examples
- Using benchmarking to identify improvement opportunities
- Developing a personalized action plan for organizational excellence

Individual Impact

Participants will return with the ability to:

- Conduct structured EFQM-based self-assessments.
- Develop improvement strategies aligned with excellence principles.
- Foster a culture that supports continuous improvement and innovation.
- Apply RADAR logic to evaluate performance and refine organizational approaches.

Organizational Impact

Organizations benefit through:

- Enhanced clarity in performance evaluation and improvement planning.
- Stronger alignment between strategy, operations, and results.
- A culture of excellence rooted in continuous improvement.
- Improved capability to achieve and maintain recognition through EFQM standards.

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Training Methodology

This program blends conceptual understanding with practical application through:

- Real-world EFQM case studies and award-winning examples
- Self-assessment workshops using RADAR logic
- Group exercises focused on improvement planning and prioritization
- Facilitator-led discussions linking EFQM principles to organizational realities

Beyond the Course

Upon completion, participants will be fully prepared to lead EFQM-based transformation initiatives. They will return equipped with practical tools, actionable strategies, and the confidence to guide their organizations toward sustainable excellence.

A graphic of a chessboard with several chess pieces (king, queen, rook, knight, and pawns) in gold and silver, set against a background of concentric circles.

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