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**Team Power International**  
Where Your Winning Future Begins



LEADERS IN APPLIED  
INTERACTIVE TRAINING

EX03E



# Excellence Just Ahead

In-House  
Training

## INTRODUCTION TO EXCELLENCE

Put Excellence into practice in your organization to achieve the best results



### OVERVIEW



### PRIMARY OBJECTIVES & BENEFITS

Each organization is unique and of course each organization's journey is different. However, through the years many common features of these journeys were identified and some key practical steps were gathered, so that all organizations can consider now. This course will help organizations to start the business excellence program, and will provide participants with an introduction to the EFQM Excellence Model, including some examples of how the model is used and implemented in other organizations. This course will help participants to identify where they are on their journey to excellence, where they would like to be and how to get there.

#### *This workshop will help participants to:*

1. Gain an understanding of Excellence Definition.
2. Become familiar with EFQM Excellence Model.
3. Understand RADAR as an assessment tool.
4. Understand the phases of Excellence Journey.
5. Understand and apply Self-Assessment Tools.
6. Understand and analyze the output of the assessment.
7. Prepare for the Excellence site visit.
8. Put all the steps into practice in their organization.



### WHO SHOULD ATTEND?

Professionals, leaders, supervisors and all those who are engaged in quality management implementation and improvement of organizational performance; any individual who would like to start implementing the EFQM Excellence Model and Self-Assessment in the organization.

# INTRODUCTION TO EXCELLENCE

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## Module 1 - Excellence Awareness

- What is Excellence?
- Importance of Excellence
- Traits of Excellent Organizations
- Global Quality Awards: Historical Glance
- The benefits of participation in Excellence Awards

## Module 2 - The Fundamental Concepts Of Excellence

- Adding value for customers
- Creating a sustainable future
- Developing organizational capability
- Harnessing creativity and innovation
- Leading with vision, inspiration and integrity
- Managing with agility
- Succeeding through the talent of people
- Sustaining outstanding results

## Module 3 - The Excellence Model Enablers & Results

- Leadership
- People
- Strategy
- Partnerships & Resources
- Processes, Products and Services
- People Results
- Customer Results
- Society Results
- Business Results

## Module 4 - Deming Cycle / RADAR Assessment

- Deming Cycle: Plan - Do - Check - Act
- Assessment by using RADAR
- Define required results
- Plan and develop approaches
- Deploy approaches
- Assess and refine approaches and deployment

## Module 5 - Self-Assessment Tools

- Self-Assessment Definition
- Self-assessment process positive results
- Stages of self-assessment process
- Self-assessment questionnaire

## Module 6 - Excellence Journey Output

- Working on the output of the assessment
- Managing improvement projects
- Preparing for the Excellence site visit
- Putting Excellence into practice in your organization

## PROGRAM HIGHLIGHT

**Duration:** 3 days

**Date:** To be Agreed with the Client Organization

**Timing:** 8:30 am to 2:30 pm daily

**Venue:** Suitable & fully equipped venue  
(to be provided by Customer)

**Notice required:** 10 working days

**Language:** English or Arabic

**Material:** Participants will be provided with high quality handouts

**Certificates:** Certificates of Achievement shall be provided to participants upon successful completion of the training program

**Fees:** Inclusive of facilitator's fees, materials and certificates