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LEADERS IN APPLIED
 INTERACTIVE TRAINING

EX04E

Team Power International
 Where Your Winning Future Begins



**In-House
 Training**

ASSESSING EXCELLENCE (RADAR)

Get a holistic view of your organization by using RADAR Methodology



OVERVIEW

The EFQM Excellence Model provides a generic framework, allowing any organization, regardless of size or sector, to assess its current level of excellence. This course will help organizations to use RADAR Methodology to measure the organization's maturity in excellence according to a specific criteria. Organizations frequently focus only on the things they need to improve and don't recognize their strengths. Identifying what you are doing well is equally important, not only so you keep doing it but also so you can understand how these strengths can help address the improvement areas identified.



PRIMARY OBJECTIVES & BENEFITS

This workshop will help participants to:

1. Gain an understanding of Excellence Definition and EFQM Excellence Model.
2. Gain an understanding of Excellence Criteria.
3. Master RADAR as an assessment tool.
4. Use RADAR to assess Enablers and Results.
5. Gain knowledge of scoring sheets by using RADAR.
6. Apply the set of skills to use RADAR language in formulating reports.
7. Help to structure improvement projects.



WHO SHOULD ATTEND?

- Employees in Excellence Units
- Any employee interested in Excellence & RADAR Methodology



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Module 1 - Forming Assessor Teams

- Forming Assessor Teams
- Excellence Definition
- Importance of Excellence
- Traits of Excellent Organizations
- Benefits of Excellence

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 Criteria

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

Module 4 - RADAR Assessment

- Elements of RADAR
- Apply RADAR for continuous improvement
- Benefiting from RADAR Logic
- Preparation of scoring sheets
- Using RADAR with Enablers
- Using RADAR with Results

Module 5 - Self Assessment & External Assessment

- Self-Assessment Cycle
- Self-Assessment Tools
- Questionnaire
- EFQM Quick Check
- EFQM Business Excellence Matrix
- EFQM Excellence Matrix
- Site Visit Simulation
- Which approach suits your organization?
- External Assessment

Module 6 - Prioritizing & Implementing Improvements

- Identify current strengths
- Prioritize opportunities for improvement
- Identify opportunities for benchmarking
- Measure your progress over time

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