



*Training Course:
EFQM Internal Assessor Certification*

*20 - 24 September 2026
Dubai (UAE)*

Training Course: EFQM Internal Assessor Certification

Training Course code: LS236464 From: 20 - 24 September 2026 Venue: Dubai (UAE) - Training Course Fees: 5200 € Euro

Introduction

In today's highly competitive and performance-driven environment, organizations must continuously evaluate and enhance their operational excellence to remain sustainable and effective. The EFQM Model, developed by the EFQM, is a globally recognized framework that supports organizations in diagnosing performance gaps, driving transformation, and achieving sustainable success.

This training program, designed by Global Horizon Training Center, aims to equip participants with the knowledge, tools, and competencies required to perform internal assessments using the EFQM Model. The program provides a comprehensive understanding of EFQM principles, RADAR logic, and assessment techniques, enabling participants to conduct structured evaluations, identify improvement opportunities, and contribute effectively to organizational excellence initiatives.

Objectives

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

- Understand the structure and principles of the EFQM Model
- Apply the RADAR logic for performance measurement and evaluation
- Conduct internal assessments aligned with EFQM standards
- Analyze organizational performance across enablers and results
- Identify strengths, gaps, and areas for improvement
- Prepare structured internal assessment reports
- Contribute to continuous improvement and excellence strategies

Course Methodology

The program adopts a highly interactive and practical approach, including:

- Instructor-led presentations and conceptual frameworks
- Case studies based on real EFQM assessments
- Group discussions and peer learning
- Practical exercises on RADAR scoring and evaluation

- Simulation of internal assessment processes
- Assessment report writing practice
- Continuous feedback and coaching from the facilitator

Organizational Impact

- Strengthened internal assessment capabilities
- Improved alignment with EFQM excellence standards
- Enhanced organizational performance monitoring
- Identification of strategic improvement opportunities
- Development of a culture of continuous improvement
- Better preparation for external EFQM recognition and awards

Target Audience

- Quality and Excellence Managers
- Internal Auditors and Assessors
- Strategy and Performance Management Professionals
- Organizational Development Specialists
- Continuous Improvement Teams
- Senior and Middle Management involved in performance evaluation

Course Outline

Day 1 - Introduction to EFQM and Organizational Excellence

- Overview of organizational excellence concepts
- Introduction to the EFQM Model and its evolution
- Core values and principles of EFQM
- Structure of the EFQM Model Direction, Execution, Results
- Understanding stakeholders and value creation

- Linking EFQM to strategy and performance
- Case Study: High-performing organizations using EFQM

Day 2 - EFQM Model Criteria and Framework Deep Dive

- Detailed exploration of EFQM criteria
- Direction: Purpose, Vision, and Strategy
- Execution: Organizational Culture and Leadership
- Stakeholder engagement and value delivery
- Results: Measuring performance outcomes
- Interconnections between enablers and results
- Group Exercise: Mapping organizational practices to EFQM criteria

Day 3 - RADAR Logic and Scoring Methodology

- Introduction to RADAR Results, Approach, Deployment, Assessment & Refinement
- Applying RADAR to evaluate performance
- Scoring mechanisms and evidence-based assessment
- Identifying strengths and improvement areas
- Common pitfalls in scoring and evaluation
- Practical Workshop: RADAR scoring simulation

Day 4 - Internal Assessment Process and Techniques

- Planning and preparing for internal assessments
- Data collection and evidence gathering techniques
- Conducting interviews and workshops
- Documentation review and validation
- Team-based assessment approaches
- Ethical considerations in assessment
- Simulation Exercise: Conducting an internal EFQM assessment

Day 5 - Reporting, Feedback, and Continuous Improvement

- Structuring internal assessment reports
- Writing clear and actionable feedback
- Prioritizing improvement initiatives
- Linking assessment outcomes to strategy execution
- Communicating findings to stakeholders
- Continuous improvement planning using EFQM insights
- Final Case Study and Assessment Presentation

Registration form on the Training Course: EFQM Internal Assessor Certification

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Complete & Mail or fax to Global Horizon Training Center (GHTC) at the address given below

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Payment Method

- Please find enclosed a cheque made payable to Global Horizon
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