



*Training Course:
EFQM Journey to Excellence*

*3 - 7 August 2026
Paris (France)*

Training Course: EFQM Journey to Excellence

Training Course code: MA236465 From: 3 - 7 August 2026 Venue: Paris (France) - Training Course Fees: 5775 € Euro

Introduction

Welcome to the "EFQM Journey to Excellence" training program. This program is designed by Global Horizon Training Center to guide organizations and professionals through a structured and practical journey toward achieving sustainable excellence using the EFQM Model.

The program focuses on building a deep understanding of the EFQM framework and supporting participants in translating excellence concepts into real organizational practices. It highlights how to move from current performance levels to excellence maturity through assessment, strategy alignment, innovation, and continuous improvement. Participants will gain the tools and insights needed to initiate, manage, and sustain their organization's excellence journey.

Objectives

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

- Understand the EFQM Model and its application in modern organizations
- Identify the stages of the journey toward organizational excellence
- Conduct organizational self-assessments using EFQM criteria
- Apply RADAR logic to evaluate and improve performance
- Align strategy, processes, and people with excellence goals
- Drive transformation and continuous improvement initiatives
- Enhance stakeholder value and organizational sustainability
- Develop a practical roadmap for achieving excellence

Course Methodology

This program adopts a practical, engaging, and hands-on learning approach, including:

- Interactive lectures and structured presentations
- Case studies from leading excellence-driven organizations
- Group discussions and collaborative workshops

- EFQM-based self-assessment exercises
- Practical tools and frameworks application
- Scenario-based learning and simulations
- Action planning and peer feedback

Organizational Impact

Organizations participating in this program will achieve:

- Clear roadmap toward organizational excellence
- Improved alignment between strategy and execution
- Enhanced operational efficiency and effectiveness
- Stronger culture of innovation and continuous improvement
- Better stakeholder engagement and satisfaction
- Increased readiness for EFQM assessments and recognition
- Sustainable performance and competitive advantage

Target Audience

This program is suitable for:

- Senior and Middle Management
- Quality and Excellence Professionals
- Strategy and Planning Managers
- Organizational Development Specialists
- Performance and Continuous Improvement Teams
- Project and Operations Managers
- Professionals involved in transformation initiatives

Outlines

Day 1: Foundations of Excellence and EFQM Model

- Introduction to organizational excellence concepts
- Evolution and importance of excellence frameworks
- Overview of the EFQM Model structure and components
- Understanding Direction, Execution, and Results
- Key principles: value creation, sustainability, and transformation
- Role of leadership in the excellence journey
- Case study: Excellence in practice

Day 2: Defining Direction and Strategy for Excellence

- Establishing purpose, vision, and organizational values
- Understanding stakeholder expectations and needs
- Strategy development aligned with EFQM principles
- Governance, ethics, and sustainability
- Leading transformation and change management
- Workshop: Strategic alignment and stakeholder mapping

Day 3: Excellence in Execution and Operations

- Designing effective and efficient processes
- Managing resources: people, technology, and partnerships
- Building a culture of innovation and continuous improvement
- Digital transformation and operational excellence
- Customer experience and value delivery
- Workshop: Process optimization and innovation planning

Day 4: Measuring Excellence - RADAR and Performance Management

- Introduction to RADAR logic and its application
- Developing KPIs and performance measurement systems
- Data analysis and performance evaluation

- Conducting EFQM self-assessment
- Identifying strengths and improvement opportunities
- Benchmarking and best practices
- Workshop: Practical self-assessment using EFQM

Day 5: Sustaining the Journey to Excellence

- Building a continuous improvement roadmap
- Managing transformation initiatives effectively
- Preparing for EFQM recognition and external assessments
- Embedding excellence into organizational culture
- Leadership role in sustaining long-term success
- Final workshop: Developing an excellence action plan
- Program wrap-up and key takeaways

Registration form on the Training Course: EFQM Journey to Excellence

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€ Euro

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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