



Workshop on EFQM: Leaders for Excellence

February 3 – 7, 2025, 1st Run: Lagos & Port Harcourt

August 4 – 8, 2025, 2nd Run: Lagos & Abuja

For Tutor -Led Class: 9am – 4:30pm

Workshop fee: N300, 000 per Participant

For online: Delivery via Zoom

Online course fee: N250, 000 per Participant

Available for In-plant Training

**700 U\$D for foreign
Participants**

Program Overview:

What is the definition of excellence? What are the fundamental concepts that organizations need to embody in order to become excellent? Are there criteria for excellence that an organization can use to assess itself? How to ensure continuous improvement across all aspects of the organization? The EFQM Model was developed to answer all of the above questions.

In this course, we will fully explain the EFQM Excellence Model and its 3 main components. Participants will be able to review, reflect on and practice each component in a group environment. Upon completion, participants will be able to assess their organizations' level of excellence and determine areas for strategic improvement.

For Whom:

This program is designed for professionals, leaders, supervisors and all those who are engaged in excellence, quality management implementation and improvement of organizational performance. Individuals who are leading or participating in organizational effort to apply for distinguished national and international quality awards based on the EFQM Model will also find the course beneficial.

Learning Objectives:

At the end of the program, participants will be able to:

- use self-assessment as an improvement tool;
- develop a roadmap for their organization's action plan;
- prioritize improvement actions to ensure effective use of resources;
- develop a plan to engage people within their organization to drive improvement efforts;
- utilize tools and techniques to improve performance;
- defend EFQM's levels of excellence to determine own goals and aspirations; and
- recognize the cultural aspects of excellence to improve non-tangible strengths.

Course Outline:

Day 1: The EFQM Excellence Model

- Responding to drivers of change
- The definition of excellence
- The 8 Fundamental Concepts (FCs) of excellence
- Using the 9 excellence model criteria: model dynamics

Human Capital Associates Global Consult Ltd is Accredited by Nigeria Council for Management Development (NCMD)

Lagos: Human Capital Associates Global Consult Ltd: Acme House 2nd Floor, Ogba Industrial Scheme, Ogba, Ikeja – Lagos

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- Applying the 5 enablers criteria
- Applying the 4 results criteria
- Integrating of FCs into the model
- Mapping strategic themes using the model

Day 2: Applying the 'RADAR' Logic for Continuous Improvement

- Elements of 'RADAR': Results, Approach, Deployment, Assess and Refine
- Using RADAR with enablers
- Using RADAR with results
- Identifying organizational strengths and areas for improvement
- Preparing meaningful feedback to management

Day 3: Excellence Achievement and Recognition

- EFQM's recognition schemes and levels of excellence
- Characteristics of excellent and award-winning organizations
- Progressing in the journey to excellence
- Assess and refine attributes

Day 4: Driving Organizational Improvement

- The change spectrum
- RADARizing improvements
- Criteria for prioritizing organizational improvements
- 'SMART' objectives
- Implementing improvements using the 'DMAIC' methodology
- Cause and effect diagrams
- Understanding your sphere of influence
- Four step processes to analyze problems

Day 5: EFQM Model Management Documents

- The format of the management document
- Compiling the components of an EFQM management document
- Using the enabler map to detail approaches
- Completing a self-assessment using the business excellence matrix

LOCATIONS

1 - HCA Learning Centre. Acme House 2nd Floor, 23, Acme Road, Ogba, Industrial Scheme, Ikeja, Lagos, Nigeria

2 - Pearls Learning Hub, Plot 756, Opposite Divine Hand of God Ministry, Area 1, Garki, Abuja.

3 – Pakiri hotel Ltd., 4 Okwuruola Street, off Stadium Road, Rumuola, Port Harcourt, Rivers State.

Open Course Fee: N300, 000
In-plant Fee Negotiable

WORKSHOP FEE:

N300, 000 per participant, VAT –N22, 500

Note: this covers Workshop Fee, Tea/coffee break, Lunch, course materials and certificate of attendance.

Payment should be made into our Accounts:

Account Name: Human Capital Associates Global Consult Ltd.

Union Bank of Nig. PLC: Account No: 0097961537

First Bank of Nig. PLC: Account No: 2033683960

Keystone Bank Ltd.: Account No: 1007150325

For Booking / Enquiry, Call: 234-8051365946, 234-7087578814
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Training Methodology

Lectures, discussions, exercises, case studies, audio-visual aids will be used to reinforce these teaching/learning methods.

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