



Business Excellence Models (EFQM)

Quality & ISO Management

QGT-QMS-111 | Foundation | 5 or 10 days | Online, classroom, in-house

Course overview

Business Excellence Models (EFQM) is an introduction that builds a solid working knowledge in Business Excellence Models (EFQM). It covers the principles, the requirements of ISO 9001, ISO 19011, ISO 31000 and ASQ bodies of knowledge, and the practical methods used on site, with case studies from operations in the Gulf, Africa and worldwide. Available online, in the classroom in 60 cities, or in-house.

What participants will be able to do

- Explain the principles, terminology and scope of Business Excellence Models (EFQM)
- Apply the relevant requirements of ISO 9001, ISO 19011, ISO 31000 and ASQ bodies of knowledge
- Use practical tools, checklists and calculations with confidence
- Recognise common problems, risks and root causes and choose the right corrective action
- Prepare an improvement plan for their own site or organisation

Who should attend

Designed for quality managers, auditors, engineers and process owners, new joiners and anyone who needs a solid grounding in the subject.

Course outline (5 days)

Day 1: Principles and terminology

Scope, key definitions and how Business Excellence Models (EFQM) fits into daily operations

Day 2: Codes, standards and requirements

What ISO 9001, ISO 19011, ISO 31000 and ASQ bodies of knowledge require, and how to read them

Day 3: Methods, tools and calculations

Step-by-step methods, checklists and worked examples

Day 4: Operation, inspection and common problems

Typical failures, warning signs and what to do about them

Day 5: Case studies, workshop and assessment

Group exercise on real cases and a final knowledge check

What the 10-day edition adds

Day 6: Applied project, part 1 – Apply the week-one methods to a case from your organisation

Day 7: Data and digital tools – Software, spreadsheets and digital tools used in practice

Day 8: Lessons from incidents and audits – What investigations and audit findings teach

Day 9: Applied project, part 2 – Complete, test and refine your solution

Day 10: Presentations and final assessment – Present to the group and complete the final assessment

Fees (USD per participant)

Duration	Live online	Classroom	In-house
5 days	\$3,000	\$5,500	On quote
10 days	\$5,500	\$9,900	On quote

Fees include course material and certificate of completion; classroom fees include refreshments and lunch. In-house training is priced per group.

Dates and cities 2027–2030

Dates	City	Format	Duration	Fee
25–29 Jan 2027	Berlin	Classroom	5 days	\$5,500
15–26 Mar 2027	Johannesburg	Classroom	10 days	\$9,900
19–23 Jul 2027	Copenhagen	Classroom	5 days	\$5,500
6–17 Sep 2027	Toronto	Classroom	10 days	\$9,900
4–8 Oct 2027	Online (live)	Online (live)	5 days	\$3,000
12–16 Jun 2028	Berlin	Classroom	5 days	\$5,500
23 Oct – 3 Nov 2028	Johannesburg	Classroom	10 days	\$9,900
30 Oct – 3 Nov 2028	Beirut	Classroom	5 days	\$5,500
12–23 Nov 2028	Jeddah	Classroom	10 days	\$9,900
27 Nov – 1 Dec 2028	Online (live)	Online (live)	5 days	\$3,000
7–11 Jan 2029	Al Khobar	Classroom	5 days	\$5,500
18–29 Mar 2029	Cairo	Classroom	10 days	\$9,900
2–6 Apr 2029	Frankfurt	Classroom	5 days	\$5,500
16–27 Jul 2029	Nairobi	Classroom	10 days	\$9,900
22–26 Oct 2029	Online (live)	Online (live)	5 days	\$3,000
14–18 Jan 2030	London	Classroom	5 days	\$5,500
24 Feb – 7 Mar 2030	Kuwait City	Classroom	10 days	\$9,900
15–19 Apr 2030	Abu Dhabi	Classroom	5 days	\$5,500
17–28 Jun 2030	Toronto	Classroom	10 days	\$9,900
8–12 Jul 2030	Online (live)	Online (live)	5 days	\$3,000

How to register

Register online or scan the code

<https://qimmatrainig.com/courses/business-excellence-models-efqm/>

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