



## Frequently Asked Questions

Q1. Are you starting out on your excellence journey?

Then the most appropriate course is the Journey towards Excellence which covers;

- How to get you from here to excellence
- The ingredients of organisational excellence
- Methods of self assessment
- How to manage improvement projects
- A view of organisational excellence

Q2. Are you interested in undertaking self assessment?

The most appropriate course is “Continuous Improvement through Self-Assessment” which covers;

- Analysis of different methods of self assessment
- Project management process skills
- Initial critical factor

Q3. Do you wish to find out more about the EFQM fundamental concepts, excellence model and assessment methodology (RADAR)?

Then think about doing the “Basic Assessor Training” which covers;

- EFQM’s 8 fundamental concepts of organisational excellence
- The EFQM Excellence model as a structure for internal and external assessment
- EFQM’s assessment methodology (RADAR)

Q4. Do you wish to expand your knowledge and understanding of the EFQM’s fundamental concepts etc?

Then the course that meets your needs is the “European Assessor Training” course which covers;

- Approaches to team based assessment
- Extensive use of approaches in using the excellence model and RADAR
- How to collect evidence for assessment
- How to conduct site visits
- The nature and structure of feedback

Q5. Do you wish to work as an internal or external assessor?

Then the course that meets your needs is the “European Assessor Training” which covers;

- Approaches to team based assessment
- Extensive use of approaches in using the excellence model and RADAR
- How to collect evidence for assessment

Q6. Are you interested in effecting improvements in particular areas of your organisation?

We have a range of courses on;

- People Management
- Process Management
- Leadership
- Aligning strategy and key results