



**JOIN US FOR**  
**OPEN DOOR DAY**



**EFQM**<sup>®</sup>  
Leading Excellence

*We are pleased to invite you to a unique event organised in our offices in Brussels. Attendance will allow you to learn how the EFQM Excellence Model supports the development of organisations to boost their potential and help them achieve outstanding results. It will also introduce you to our organisation, our products and services. We are looking forward to meeting you.*

- EFQM Member Relations Team

## Who we are & what we do

“We are committed to helping organisations drive performance improvement through the EFQM Excellence Model, a comprehensive management framework used by over 30,000 organisations in Europe. To help you implement our Model, we provide training and assessment tools as well as recognition for all levels of maturity. But our real talent comes from gathering good practices and sharing them throughout our network. We at EFQM, a not-for-profit membership Foundation founded in 1989, aim to share what works, through case studies, online webinars, working groups, conferences and thematic events. Sharing our members' enthusiasm, their motivation and the results they achieve; that is what we work for.”

*“All European organisations, both in the public and private sectors, are facing new challenges. The increasing pressure to compete on a global stage with limited resources means we all have to work together to secure our future prosperity, and that of generations to come. The EFQM Excellence Model provides a framework that encourages the cooperation, collaboration and innovation that we will need to ensure this goal is achieved.”*

- Herman van Rompuy, President of the European Council / former

## Custodian of EFQM Excellence Model

The EFQM Excellence Model, a non-prescriptive framework that can be used to gain a holistic view of any organisation regardless of size, sector or maturity. Over the past 25 years, the EFQM Excellence Model has been a blueprint for EFQM members and organisations across and beyond Europe to develop a culture of excellence, access good practices, drive innovation and improve their results.

EFQM is actively helping to prepare a new generation of business leaders by offering trainings and development opportunities, built on practice based learning and exchange between organisations. Our exchanges are underpinned by shared tools for assessment, calibrated over two decades of use within organisations and as the basis for discerning the recipients of the EFQM Excellence Award, Europe's most prestigious award for organisations.

*“The EFQM Model has changed our way of working and communicating in a very significant manner. It was a catalyst for driving change and business improvement in order to achieve a balanced stakeholder satisfaction.”*

- Enrico Tosco, HRO Director, Telecom Italia

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# Supporting your journey to Excellence

*“The excellence model has helped us identify priorities for improvement during our journey and its structured approach ensured that the solutions we considered were appropriately analysed, prioritised and delivered.”*

- Paddy McLaughlin, Quality Assurance Manager, Glasgow Housing Association

Even the longest journey starts with a single step. Attending the EFQM Open Door Day will allow you to make sure that your first step is a step in the right direction.

EFQM offers wide range of products and services to match different levels of maturity allowing our members to tailor their Excellence journey to their specific needs. EFQM portfolio will fit organisation of any size, sector or ambition.

## Why join EFQM?

Joining the EFQM Network will not only enable you to benefit from 20% discount on all our Trainings, Assessments, Recognition and Publications. In this session we will explain why you shouldn't wait with joining our Network to take advantage of the benefits. We will show you how EFQM can:

**Help you to learn** from other organisations, like-minded peers, experts and potential benchmarking partners in our global Network through:

- unlimited access to the EFQM Knowledge Base containing a great number of free to download assessment and improvement tools as well as user guides and Good Practices identified from the last 3 years of the EFQM Excellence Awards.
- Free of charge participation in Good Practice Visits, enabling you to learn directly from the experience of leading organisations, recognised through the EFQM Levels of Excellence
- Free of charge participation in our themed webinars, with Good Practices and new tools being shared and explained by EFQM and member organisations.

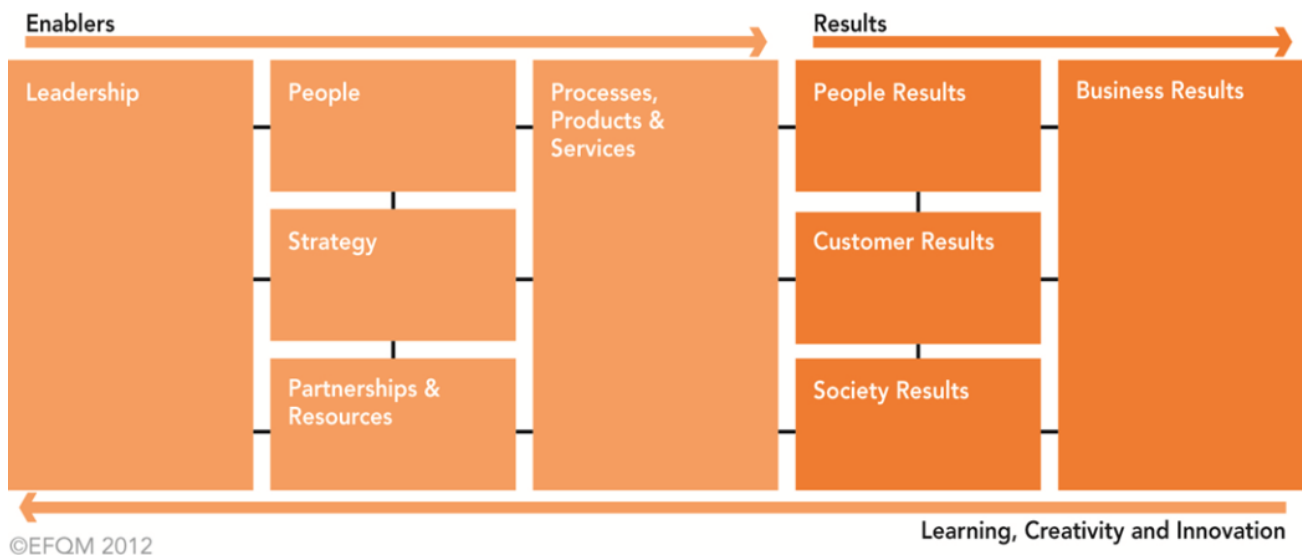
**Support your journey to Excellence** with our expert advice and portfolio designed to help organisations at every step of their journey. Our product and services have been tailored to support the systematic implementation of the EFQM Excellence Model. During this session, we will provide few real life examples of our Member's journeys including: Bosch, GC Europe and UNOPS.



# Working with the EFQM Excellence Model

*“Using the model has helped us to engage with our employees in a more comprehensive and structured way and to help become more “self-aware” about what we do and why we do it, how well we do it and where we need to improve.”*

- Martyn Durant, Business Excellence Manager, WDH



To achieve sustained success, organisations need strong leadership who defines clear strategic direction. They need to develop and improve their people, partnerships and processes to deliver value-adding products and services to their customers. The EFQM Excellence Model allows people to understand the cause and effect relationships between what their organisation does (the Enablers) and the Results it achieves.

The Model is non-prescriptive and can be applied to any organisation, regardless of size, sector or maturity.

## One to One

We will not let you leave this event without finding the answers for all your questions. To ensure this, we run One to One sessions at the end of the day. Here you will be given a chance to talk with our team of experts to address any specific questions and topics.

It is a perfect opportunity to gain valuable feedback on what the excellence journey could look like for your organisation and what is needed to take it to the next level.



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