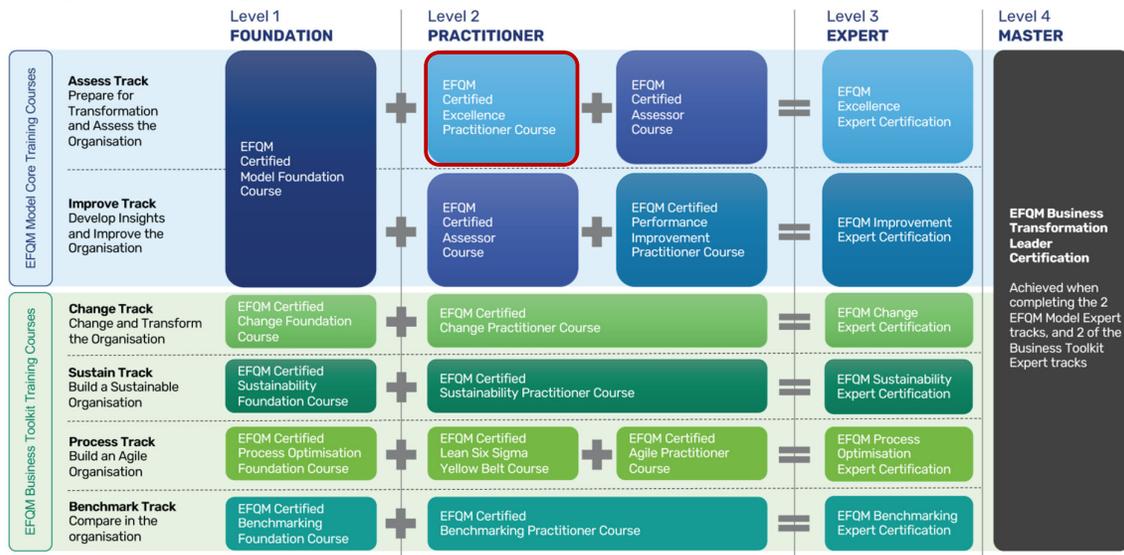


EFQM Certified Excellence Practitioner 2025

A practitioner-level course designed to provide comprehensive knowledge, practical approaches, and tools to implement excellence in organisations using the globally recognised EFQM Model.



This certification is a crucial step towards the EFQM Certified Excellence Expert designation, which prepares individuals to lead organisations to a sustainable and competitive future.

Lead sustainable performance culture

Fast-track EFQM adoption workshop

Implement EFQM Model in practice

Overall course topics

- **WHY:** why adopt the EFQM Model; evolution of excellence models; benefits and use cases; reflection and review as a driver of improvement.
- **HOW:** where to begin (planning, capability, structure, communication); introducing the tools (EFQM Model criteria, RADAR, AssessBase); proven adoption workshop practice; EFQM assessment (benefits, process, outcomes); what happens after assessment (prioritising and driving improvements).
- **WHAT:** measuring impact (EFQM scores and organisational results); role of Excellence Leaders; final reflections and next steps (incl. certification exam).

Goals

Participating in this course enables participants to build the practical capability to implement excellence using the EFQM Model: they understand the benefits of adopting the model for sustainable performance, learn relevant use cases and good-practice recommendations, and apply EFQM tools and methodologies (including RADAR and AssessBase) to diagnose organisational maturity and drive improvement initiatives. They also learn proven approaches to fast-track adoption through structured workshops, and how to prepare the organisation for an EFQM assessment—including developing the Management Document—then use assessment feedback to prioritise, plan, and measure impact over time, supported by a clear understanding of the Excellence Leader role in embedding sustainable performance and continuous improvement.

Learning objectives

By the end of the course, participants will be able to:

- understand the benefits of adopting the EFQM Model for sustainable performance;
- learn key use cases and good practices;
- apply EFQM tools/methodologies to diagnose organisations and drive improvements;
- fast-track adoption using proven approaches;
- prepare the organisation for an EFQM assessment (including building the Management Document);
- build sustainable performance into the organisation using proven practices.

Learning outcomes

Participants will be able to:

- define a clear “why” and roadmap for adopting the EFQM Model,
- run or support a structured adoption workshop that documents approaches/evidence and assigns ownership,
- use RADAR and AssessBase-based diagnostics to baseline maturity and identify improvement opportunities,
- prepare effectively for external assessment—including producing a robust Management Document and engaging stakeholders
- translate feedback into prioritised improvement initiatives and measurable impact, supported by effective Excellence Leader practices to embed continuous, sustainable performance improvement.

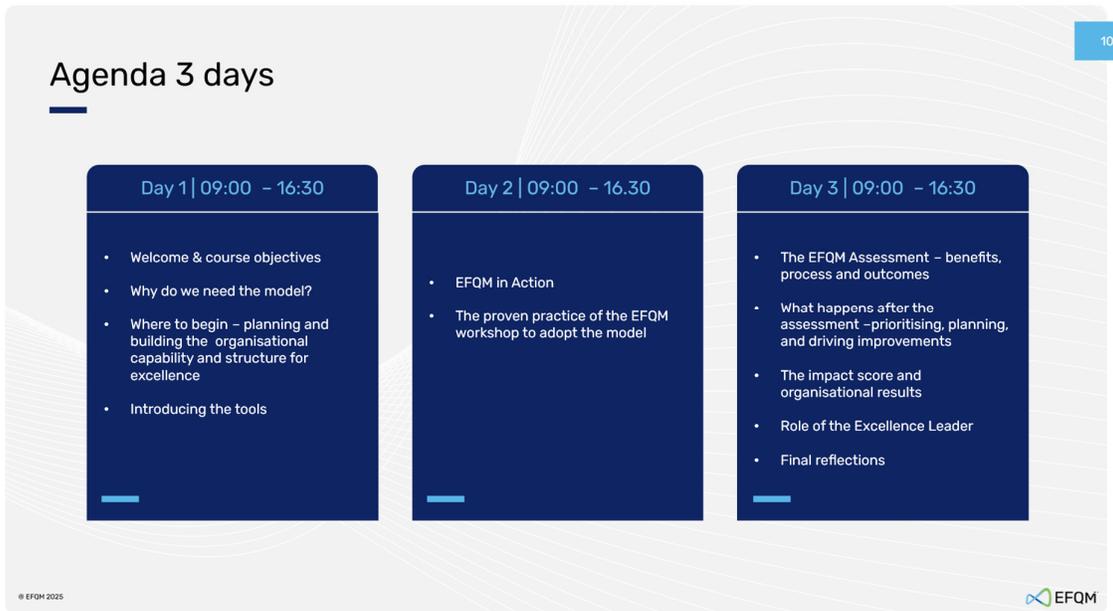
Certification (exam)

Final online exam: **20 questions, 60 minutes, open book, bloom level 3 & 4, pass mark 60%**



Course agenda

The typical agenda of the course is as follows:



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Agenda 3 days

- Day 1 | 09:00 – 16:30**
 - Welcome & course objectives
 - Why do we need the model?
 - Where to begin – planning and building the organisational capability and structure for excellence
 - Introducing the tools
- Day 2 | 09:00 – 16.30**
 - EFQM in Action
 - The proven practice of the EFQM workshop to adopt the model
- Day 3 | 09:00 – 16:30**
 - The EFQM Assessment – benefits, process and outcomes
 - What happens after the assessment – prioritising, planning, and driving improvements
 - The impact score and organisational results
 - Role of the Excellence Leader
 - Final reflections

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Breaks and lunch are scheduled throughout the days, timing is flexible and takes into account the course content, exercises and group discussions.