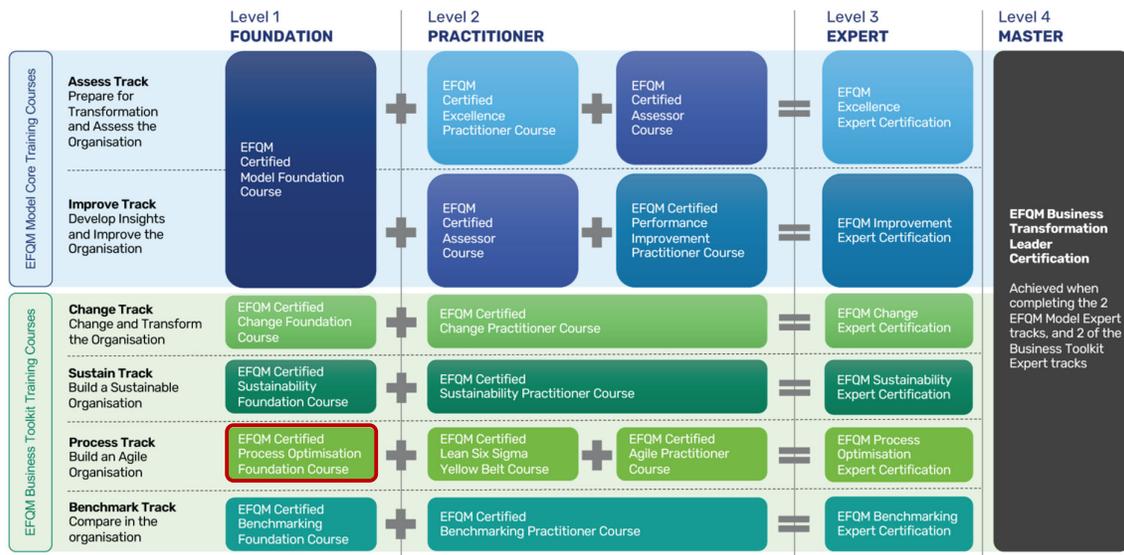# EFQM Certified Process Optimisation Foundation 2025

A practical one-day introduction to structured improvement, problem-solving techniques, and collaborative ways of working—covering PDCA, DMAIC, essential Agile practices, and how CI supports the EFQM Model.

Designed as the first step in the EFQM Process Track, this course equips participants with shared language and foundational skills to drive better performance and continuous learning through process-based thinking.

Agile mindset for faster delivery

Link CI directly to the EFQM Model

From firefighting to problem solving

Overall course topics

- Continuous Improvement (CI) fundamentals and process-based thinking
- Lean Six Sigma principles (customer focus, waste, flow, manage by fact, teamwork)
- Improvement frameworks: PDCA, DMAIC (plus overview of other approaches)
- Practical application: problem statements, process mapping (e.g., SIPOC), metrics, waste & root cause tools, solution development, holding the gains
- Agile mindset and practices (e.g., kanban, retrospectives) and RADAR thinking
- Linking CI to the EFQM Model (Direction, Execution, Results)

Goals

Participating in this course helps you build a shared, practical foundation for continuous improvement: you learn to think in processes, spot common process issues and waste, and use structured approaches such as PDCA and DMAIC (supported by an Agile mindset) to work collaboratively on real improvement opportunities—so you can contribute effectively to improvement teams, apply simple problem-solving tools with guidance, and explain how structured improvement supports organisational goals and the EFQM Model's execution focus.

Learning objectives

Participants will learn to apply structured improvement and collaborative problem-solving, understand and differentiate PDCA and DMAIC, practise essential Agile ways of working, and build a shared CI language that supports process-based improvement aligned with the EFQM Model's execution focus.

Learning outcomes

After completing the course, participants can:

- Recognise common process problems and waste types

- Understand basic PDCA and DMAIC frameworks

- Participate effectively in improvement team activities

- Apply simple problem-solving tools with guidance

- Explain how structured improvement supports organisational goals

Certification (exam)

Final online exam: **30 questions**, **60 minutes**, **open book**, **bloom level 1 & 2, pass mark 60%**

Course agenda

The typical agenda of the course is as follows:

Agenda

Intro

09:00 - 09:30	Welcome, Introductions, Learning outcomes

Module 1: Introduction to Continuous Improvement (CI)

09:30 - 10:00	Process fundamentals
10:00 - 10:30	What is Continuous Improvement?

Module 2: The language and principles of CI

10:30 - 11:00	CI Principles and Team Approach
11:00 - 11:15	Morning Break

Module 3: Overview of DMAIC, PDCA, and other improvement frameworks

11:15 - 11:45	Framework landscape and selection
11:45 - 12:15	Agile Mindset and RADAR thinking
12:15 - 13:15	Lunch Break

Module 4: Practical application of CI in real-world contexts

13:15 - 14:00	Case Study and Problem Statement techniques
14:00 - 14:30	Process Mapping and Performance metrics
14:30 - 15:15	Waste Identification and Root Cause Analysis
15:15 - 15:45	Solution Development and Holding the gains
15:45 - 16:00	Afternoon Break

Module 5: Linking CI to the EFQM Model

16:00 - 16:15	EFQM Model – how CI supports the whole model

Module 6: Preparing for further CI learning and certification

16:15 - 16:45	Learning Pathway and Action Planning

Wrap-up and Exam

16:45 - 17:00	Wrap-up Foundation Course, Q&A
17:00 - 18:00	EFQM Certified Foundation Exam

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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.