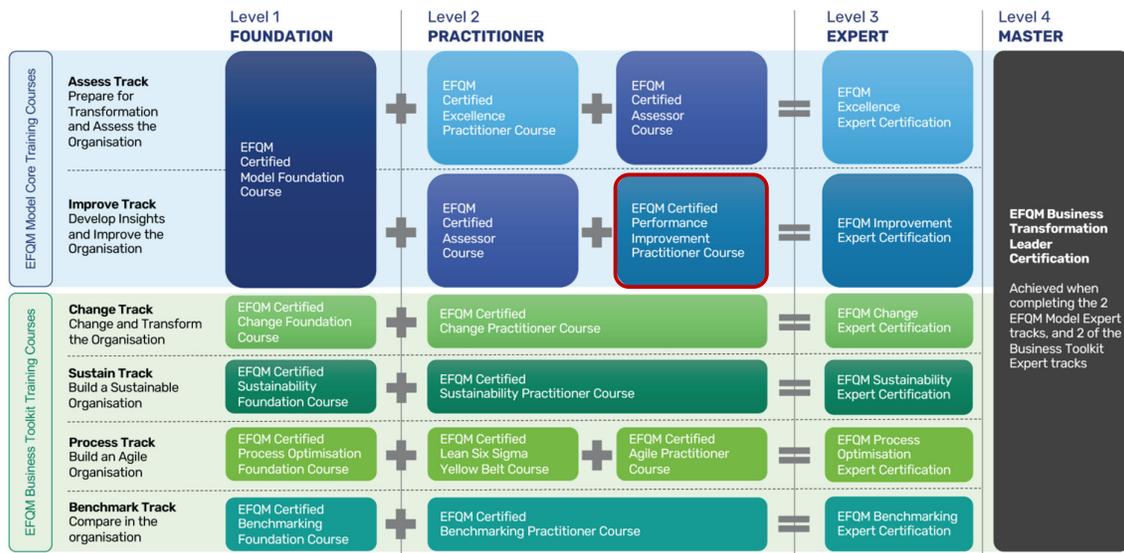


EFQM Certified Performance Improvement Practitioner 2025

A practitioner-focused programme that equips participants with a robust methodology (RADAR) to drive performance improvement and foster a continuous improvement culture across the organisation.



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

Master RADAR to drive results

Human-side change & commitment

Close the loop: finish initiatives

Overall course topics

- **Performance improvement fundamentals** and core building blocks (alignment, stakeholder engagement, baseline, goals, resources, measurement, lessons learned, change management).
- The **human side of improvement**: mindset, commitment, engagement, leadership support, sustaining change, and perception/impact tracking.
- **RADAR** as the performance improvement framework and diagnostic tool (Results, Approach, Deployment, Assessment & Refinement).
- **Identifying** and **prioritising** improvement needs (data/feedback sources, clustering themes, prioritisation tools, stakeholder mapping).

- **Designing and structuring initiatives** using the RADAR Canvas (from purpose and KPIs to actions, deployment, review and refinement).
- Monitoring, measuring, communicating, wrapping up and assessing initiatives to “**close the loop**” and stop starting/ start finishing.

Goals

Participating in the EFQM Performance Improvement Practitioner course enables you to master a structured, end-to-end methodology for delivering sustainable improvement: you learn to use RADAR as a practical performance-management and improvement framework, apply the human and cultural levers that build commitment (not just compliance), and run initiatives from prioritising improvement needs through defining objectives, designing approaches, deploying actions, and measuring, reviewing, and refining progress—ultimately helping you “close the loop” by finishing initiatives and embedding continuous improvement in day-to-day management.

Learning objectives

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

- Master the building blocks of a performance improvement methodology and apply them coherently in practice.
- Use RADAR logic as a performance management and improvement framework at strategic and operational levels.
- Strengthen the human and cultural conditions for improvement (commitment, communication, learning, reinforcement).
- Structure, execute, review and refine improvement initiatives using an end-to-end approach that drives completion and sustained results.

Learning outcomes

Participants will be able to:

- Diagnose current performance, identify improvement needs, and prioritise initiatives using structured tools and stakeholder expectations.
- Define initiative results (KPIs, baselines, targets), design robust approaches and deploy them with clear ownership, resources and risk/change plans.
- Set up monitoring and review routines that capture progress and stakeholder perceptions, generate learning, and refine actions for better outcomes.
- Produce an executive summary and communication plan that supports governance, engagement, and sustained momentum through to initiative closure.

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:



The slide titled "Agenda of the Training" lists 12 modules. Each module is preceded by a circular icon containing a checkmark. The background of the slide features a faint, stylized diagram of interconnected circles and arrows. The EFQM logo is visible in the bottom right corner of the slide.

Agenda of the Training

- Module 0: Welcome & course objectives
- Module 1: Key Elements of Performance Improvement
- Module 2: The Human side of Performance Improvement
- Module 3: RADAR as Performance Improvement Framework
- Module 4: Evaluating current performance level & identifying improvement needs - setting priorities
- Module 5: Defining and structuring improvement initiatives - the overall approach
- Module 6: Setting up Initiatives Objectives: Using RADAR for Results
- Module 7: Define actions to drive the Initiative: Using RADAR for Approaches
- Module 8: Implement actions to execute the initiative: Using RADAR for Deployment
- Module 9: Monitor & Measure Progress : Using RADAR for Assessment & Refinement
- Module 10: Wrapping-up the Initiative
- Module 11: Assessing the Initiative

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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.