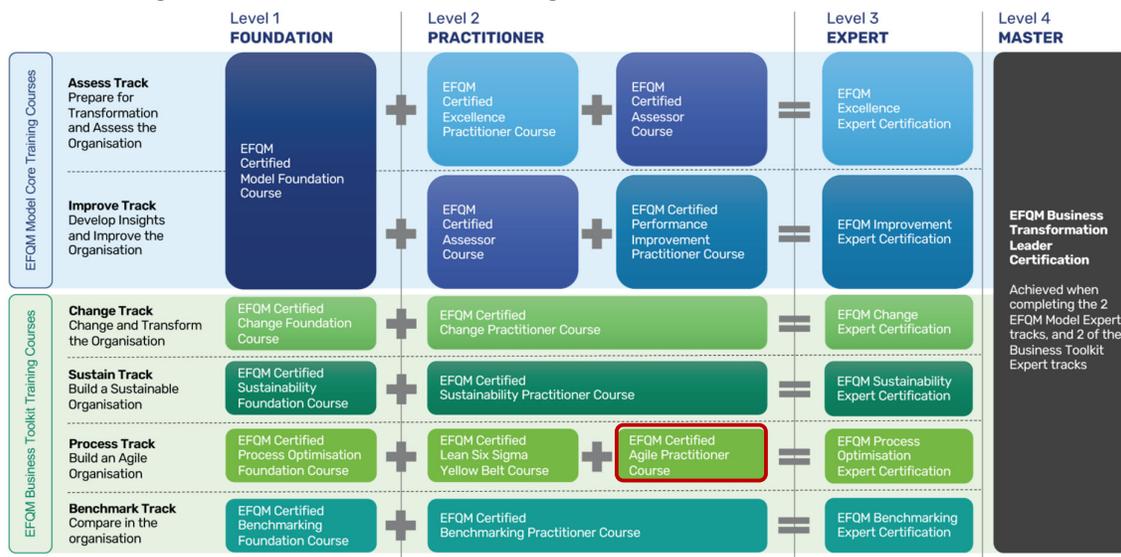


# EFQM Certified Agile Practitioner 2025

*A hands-on, simulation-based course that helps teams apply Agile ways of working to improve collaboration, prioritisation, and value delivery while maintaining structured improvement rigour.*



The Certified Agile Practitioner course is a pre-requisite to reach the EFQM Certified Process Optimisation Expert Certification.

## Agile + DMAIC (DMAgIC) approach

**RADAR-aligned improvement delivery**

**Value-based prioritisation for impact**

### Overall course topics

- Agile principles, mindset, and culture (doing vs being Agile)
- Team collaboration and communication (roles, self-organisation, working agreements)
- Delivering value through iteration, feedback, and incremental delivery (vision, backlog)
- Customer and stakeholder involvement (3Cs user stories, acceptance criteria)
- Agile planning, estimation, and adaptation (Kanban, WIP limits, timeboxing, velocity)

- Multi-sprint simulation and applying Agile to Lean/Six Sigma & CI, incl. DMAIC/RADAR links

## **Goals**

By participating in the EFQM Certified Agile Practitioner course, delegates build practical capability to apply Agile ways of working to improve team collaboration, prioritisation, and value delivery, using iterative delivery, feedback loops, and empowered cross-functional teamwork. They learn to involve customers and stakeholders effectively (e.g., through user stories and acceptance criteria), and to plan and adapt using tools such as Kanban, WIP limits, timeboxing, and relative estimation—while connecting Agile practice to structured improvement approaches (DMAIC) and EFQM's RADAR logic to maintain rigour and measurable progress.

## **Learning objectives**

Participants will:

- Apply Agile ways of working to strengthen team collaboration, prioritisation, and value delivery
- Use iteration, feedback, and customer focus to accelerate improvements in dynamic environments
- Combine Agile practices with structured problem-solving approaches (e.g., DMAIC) and align delivery with EFQM RADAR logic for continuous planning, execution, and learning
- Build practical capability through hands-on team exercises and simulated Agile environments

## Learning outcomes

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

- Work iteratively with value-based prioritisation in dynamic environments
- Collaborate effectively in empowered, cross-functional teams
- Connect Agile thinking to structured problem-solving using RADAR logic
- Accelerate improvement while maintaining rigour and stakeholder alignment
- Foster customer-focused outcomes through early and ongoing engagement

## 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:

### Agenda | Day 1 – EFQM Certified Agile Practitioner Course

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<p><b>Intro</b></p> <p>09:00 - 09:30 Welcome, Introductions, Learning outcomes</p> <p><b>Module 1: Agile Principles and Mindset for Process Improvement</b></p> <p>09:30 - 10:15 Understanding Agile: Doing and Being Agile</p> <p><b>Module 2: Collaboration and Communication in Agile Teams</b></p> <p>10:15 - 10:45 Building an Agile Team</p> <p>10:45 - 11:00 Morning Break</p> <p>11:00 - 11:30 Creating a shared understanding</p> <p>11:30 - 12:00 Simulation Time – Defining the Product Goal</p> <p><b>Module 3: Delivering Value through Iteration and Feedback</b></p> <p>12:00 - 12:30 Incremental and Iterative Development Cycle</p> <p>12:30 - 13:30 Lunch Break</p> <p>13:30 - 14:00 Simulation Time – Creating the Backlog</p>	<p><b>Module 4: Involving Customers and Stakeholder</b></p> <p>14:00 - 14:30 Working with Customers and 3Cs Technique</p> <p>14:30 - 15:00 Simulation Time - Developing User Story Cards</p> <p>15:00 - 15:15 Afternoon Break</p> <p><b>Module 5: Agile Planning, Estimation, and Adaptation</b></p> <p>15:15 - 15:45 Agile Planning and Introduction to Kanban</p> <p>15:45 - 16:30 Simulation Time - Practicing Relative Estimation</p> <p>16:30 - 17:00 Product and Process Adaptation</p> <p><b>Day 1 Wrap-up</b></p> <p>17:00 - 18:00 Wrap-up Day 1 Course, Q&amp;A</p>
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### Agenda | Day 2 – EFQM Certified Lean Six Sigma Yellow Belt Course

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<p><b>Recap from Day 1 and Plan for Day 2</b></p> <p>09:00 - 09:30 Day 1 review, key concepts reinforcement, Day 2 objectives</p> <p><b>Module 6: Simulation</b></p> <p>09:30 - 10:15 Simulation – Sprint 1</p> <p>10:00 - 10:45 Team Velocity and Burn up Chart</p> <p>10:45 - 11:00 Morning Break</p> <p>11:00 - 11:45 Sprint 2</p> <p>11:45 - 12:30 Sprint 3</p> <p>12:30 - 13:30 Lunch Break</p> <p>13:30 - 14:15 Sprint 4 - Final</p> <p>14:15 - 14:45 Agile Learning Journey</p> <p>14:45 - 15:00 Afternoon Break</p>	<p><b>Module 7: Applying Agile to Lean, Six Sigma and CI Projects</b></p> <p>15:00 - 15:45 Exploring the synergy between Agile, Lean Six Sigma, and RADAR frameworks</p> <p>15:45 - 16:30 Real-world project identification and planning</p> <p><b>Wrap-up and Exam</b></p> <p>16:30 - 17:00 Course summary, final Q&amp;A</p> <p>17:00 - 18:00 Exam EFQM certified Agile Practitioner</p>
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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.