



Discover EFQM

For your organisation



An Inside Look at EFQM

- EFQM in brief
- Our Services
 - Knowledge
 - Networking
 - Recognition
- Global alliances
- Strategic outlook
- Membership benefits



Discover EFQM

What does EFQM mean to the business community? The answer is simple.

EXCELLENCE

Specifically designed to help organisations achieve Excellence in their business initiatives, EFQM harnesses the best practices of our globally-minded organisations and turns this knowledge into practical resources.

EFQM is a network of organisations that share the same ambitions to drive excellence through the organisation and aspire to reach excellence results.



EFQM in brief

- Not for Profit
- Membership Foundation
- Independent
- Central team in Brussels
- Leadership Initiative



COMPETITIVENESS
through
EXCELLENCE

Our Structure

Over **700 EFQM Member Organisations** across every sector and size – both public and private

EFQM Governance Board
CEOs from 10-12 Members

EFQM CEO
& Management Team

Major
Accounts &
Knowledge
Development

Membership
Services
and
Operations

European
Awards &
Recognition
Schemes

Members = Knowledge



- Results in:
 - Up-to-date *Management Practices*
 - *Tools and Resources* for EFQM Members
 - *Content* for publications and training courses
 - *New development* related to the Model

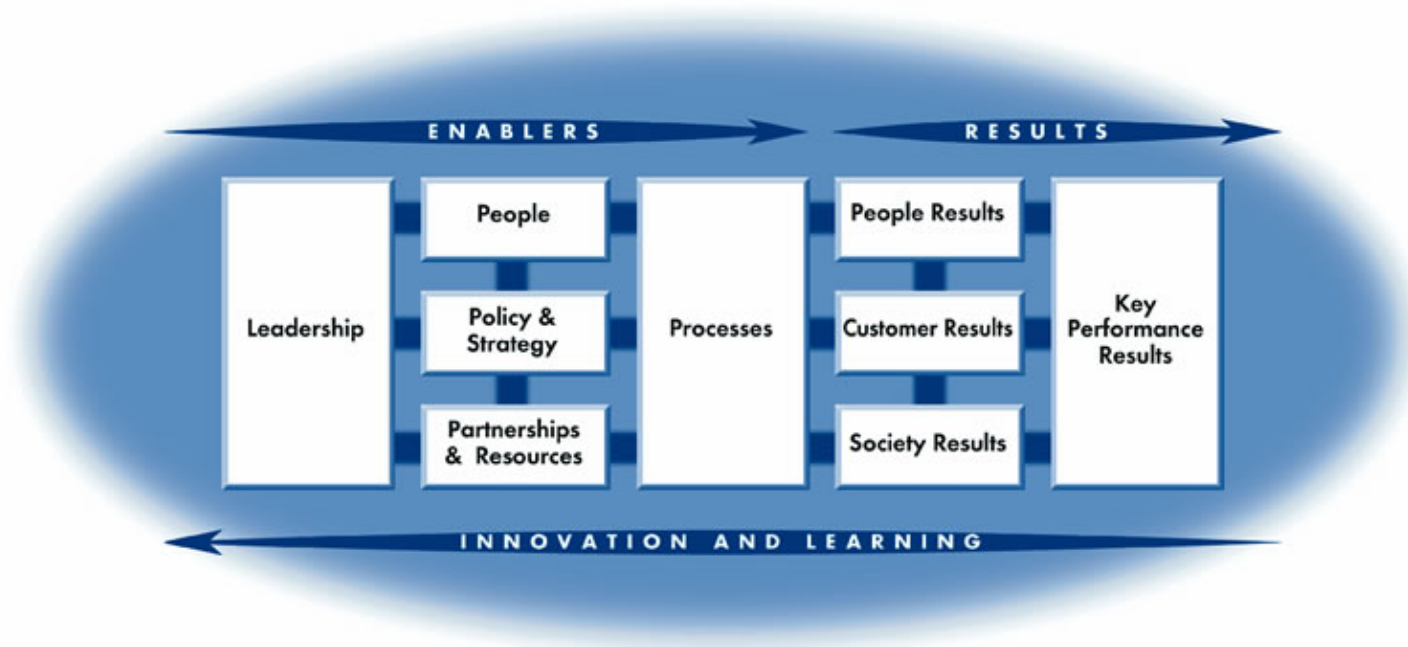


Simple yet Effective

- Over 30,000 organisations use a model for improvement called the **EFQM Excellence Model**
- Global organisations throughout and beyond Europe are strong advocates of the Model
- They use the Model to:
 - Drive the company's strategy
 - Focus on the important initiatives
 - Determine how good are we?
 - Decide where should we focus next?



The EFQM Excellence Model





Our Services

- Knowledge
 - Assessment Methodologies
 - Tools & Resources
 - Good Practices
 - Publications
 - Trainings
- Networking
 - One to one connections
 - Sector and topic specific groups
 - Member Visits
 - Events
- Recognition
 - Milestones for journey
 - External promotion



Strategic Alliances

As a source
for knowledge
development

Framework for CSR = United Nations Global Compact
Framework for Risk Management = Det Norske Veritas
Philips & Process Survey Tools
Leadership Initiatives by Members

Global
Presence and
Connections

Global Assessment Work group
Global Excellence Model Council
Networking groups in China
Growing interest in global markets

To help to
disseminate
EFQM across
regions &
markets

National and Regional Partners across Europe
Distribution Partners
Connections to consultant members



Strategic Outlook

THE VISION

- Active membership
- Leadership group as role model
- Redefining the forefront of excellence
- Unique learning network
- More visible and upgraded recognition

BACK TO BASICS AS A FOUNDATION

- 1000 ambitious members
 - A new and visible Pact across different industries
 - Outstanding cases on different journeys; new themes -rapid deployment, sustainable innovation, extended value chain
 - Training & Networking opportunities
 - Integrated EFQM Excellence Award and recognition scheme
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Membership Benefits

□ Communication

- ✓ Distribute the **EFQM News** to your entire company. Provide e-mail addresses to EFQM. Put the EFQM News on your intranet.
- ✓ Use your access to **EFQM's Knowledge Base – Excellence One**. Encourage your team to register to the member section of our website.
- ✓ Keep us up-to-date on your initiatives. **Publish** your good work in EFQM News and Excellence One.
- ✓ Use the **EFQM logo** on your stationery and website.



Membership Benefits

- Resource Tools
 - ✓ Use the **Good Practice Database** to find ideas from award-winning companies.
 - ✓ Download the **Process Survey Tools** from the website.
 - ✓ Access Benchmarking Study reports, contacts to Members, presentations and more resources and tools on-line.
 - ✓ Make use of the **EFQM Publications** as insightful learning tools. (*discount to members*)



Membership Benefits

- Networking
 - ✓ Join us for our annual **Learning Edge**.
 - ✓ Join one of our **Communities of Practice** relevant for your industry or interest: Health, Government, Education, Academic Research & Learning, Automotive, Telecommunications, Post, Shipping and Rail.
 - ✓ Attend one of the **Good Practice Visits** at a member's premises.
 - ✓ Attend the prestigious **EFQM Forum**.



Membership Benefits

- Development
 - ✓ Become an **Award Assessor** as one of the most dynamic management development opportunities.
 - ✓ Participate in a variety of **EFQM Training Courses & Workshops**. *(discount to members)*
 - ✓ Attain the experience and qualification as a **European Excellence Assessor**.



Membership Benefits

▣ **CONTACT US!**

- ✓ When you are looking for **information** on the latest management practice
- ✓ When you are trying to **locate** someone in our membership network.
- ✓ When you would like to find another organisation with which to **benchmark** – whether you have a specific company or industry in mind or just need to learn from another on a particular topic



Interesting Facts to remember

- Research studies show that the implementation of management frameworks impact bottom-line results. Excellent organisations have a **77%** higher growth in sales than their competitors.
- **60%** of Europe's largest 25 companies use the Model to improve their business.
- EFQM Membership includes over **700** Members in **35** countries.
- EFQM has **24** National Partner Organisations throughout Europe.
- More than **18** excellence awards in various countries are based on the EFQM Excellence Model.
- Our EFQM website receives over **150,000** unique visitors each year.



EFQM Recent News Highlights

- At the Budapest Forum (November 2006), EFQM has officially launched the Pact leadership initiative. The Pact is an exclusive group of private and public sector leaders who will take a leadership position in driving the Excellence movement in the years to come. The first EFQM members to join the Pact are: **BMW, EDF, Grundfos, Philips, Solvay** and **Unilever**.

- Recent New Members
 - Microsoft Europe, Eternit, General Mining and Metallurgical Larco, University of Cyprus, National Express Trains UK, Province of Antwerp, Phoenix Gas Park Processors, Romania Commercial Bank, Dubai Holding, Fondazione Cariplo, TK Maxx