



EFQM Knowledge Base

An EFQM Member benefit

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You can imagine that with the contact to a wide variety of organisations which operate globally across various sectors, EFQM has a strong knowledge base in the area of business excellence and continuous improvement. In each interaction with an organisation or business leader, EFQM packages this knowledge into the form of tools, resources, publications and training courses. This is the area of our website where EFQM packages its electronic knowledge. You will find here a compilation of articles on management topics and the implementation of business excellence, best practices from various industries, and a number of tools and resources.

EFQM Knowledge Base

The first section is the updated EFQM Knowledge Base on our website, which contains a number of self-assessment tools, User Guides and Best Practices identified from previous EFQM Excellence Award applicants. You need to have a log in for the EFQM website and be part of an EFQM Member organisation to access this.

The Knowledge Base is divided in various sections, which will make your search more user-friendly - more to come in the near future:

■ Good Practices by Fundamental Concepts

Organisations which have successfully reached the level of 5-star in Recognised for Excellence, Finalist, Prize or Award Winner in the EFQM Excellence Award, share their good practices in one or more Fundamental Concepts. Classified by private or public sector, large or SME, access Good Practices identified in the last 4 years documented in a RADAR template. It provides a short overview of the organisation, a description of the approach, how it is deployed, the assessment and refinement cycle; and finally a short description of the impact on the organisation.

■ EFQM User Guides

Designed to help member organisations by giving examples of common approaches, techniques and methods which support the practical deployment of the EFQM Excellence Model. There are many different approaches that can help you on your journey towards excellence – the challenge is finding the one that works best within your organisation. Examples of user guides : EFQM & Six Sigma, Perception Surveys, Stakeholder mapping, ...

■ Assessment Tools

How the EFQM Model is being accompanied by tools developed with our members. These assessment tools are designed to help you initiate the use of the EFQM Model in your organisation, each is based on practical experience and developed in collaboration with our members and faculty. Examples of Assessment tools : Model 2010 simple questionnaire, Assessor guide, quick check guide, enabler map, assessing change projects, ...

■ Management Tools

This section contains a number of different tools that may be used in all organisations looking to improve their performance as they continue on their journey towards Excellence. Example of Management Tools : Benchmarking summary reports on Environmental responsibility, people perceptions, customer perceptions, the Philips Process Survey Tools, Excellence One Toolbook, ...

■ Other sections include :

- Good Practice in Innovation Competition
- Key topic of the month
- Case studies
- The EFQM Newsletter

EFQM Knowledge Base 2.0

The second section is a Wiki-based tool that not only contains a selection of these tools but also enables you to share and exchange your knowledge and experience and upload practices that have worked for you. You can also comment on the content or suggest alternative ideas. This platform is hosted by Google, so you will need a Google account to access. Again, access is for EFQM Members only.

Should you have any queries on the Knowledge Base, feel free to contact us at info@efqm.org.