

## Dr. Felix HORNER

Senior Management Consultant, Owner

Felix HORNER holds a PhD in Natural Sciences from the Swiss Federal Institute of Technology in Zurich (ETH-Z) (Switzerland) where he has studied Geophysics and worked as a Researcher funded by the Swiss National Science Foundation.

In 1983 he started his professional career with Shell International, where he acted as Seismic Interpreter and Geophysicist, assigned to Shell exploration & production companies in The Netherlands and Argentina.

From 1988 onwards, Felix HORNER worked with Switzerland-based international companies Sandoz, datacolor international, Georg Fischer and Swisscom, being a member of respective management teams, mainly in Corporate Quality, Environment, and Excellence functions.

In 1999 he joined Suva, the Swiss National Accident Insurance Fund, an organisation that provides compulsory insurance cover against accidents and occupational diseases combining prevention, insurance and rehabilitation.

As Head of Excellence Promotions Felix HORNER facilitated use of EFQM's Excellence model and underlying concepts, related management methods, techniques and tools with Suva's leaders.

In co-operation with Board of directors he designed strategy development and deployment process and related controlling instruments, identified and supported improvement projects at strategic and operational levels, e.g. use of business process management for re-design of existing processes, and ensured proper use of self-assessment process (being an important catalyst for driving business improvement and change).

In his role as Corporate Performance Improvement Director - using the model as an overarching framework for developing sustainable excellence – Felix HORNER inspired Suva's leaders to cooperate, collaborate and innovate in favour of Suva's stakeholder focused strategy.

Suva has won the ESPRIX Swiss Excellence Prize for Customer Orientation in 2004 and the ESPRIX Swiss Excellence Award in 2009.

Felix has extensive experience as an EFQM Assessor both at national and international levels. He is an ESPRIX Swiss Award for Excellence Assessment Team Leader since 1998, an EFQM Award Assessor since 1999, an EFQM Assessment Team Leader since 2000, and an EFQM Assessor & Validator for EFQM Levels of Recognition since 2007.

Felix HORNER is an EFQM-accredited Assessor Trainer (EAT, IAT, QAT, MAT) since 2011.



In 2011, acting as ESPRIX's Special Advisor and Chargé de mission, Felix HORNER was instrumental in setting up ESPRIX Swiss Award for Excellence as an EFQM National Partner organization in Switzerland and Liechtenstein. Being responsible for ESPRIX Swiss Award and EFQM Levels of Recognition assessments he also acted as EFQM Representative for ESPRIX Excellence Suisse.

Knowing that excellence works, Felix HORNER founded ExcellenceWorks in 2012, where he acts as senior management consultant for leaders and organisations that are on their excellence journey.

Felix HORNER has more than 20 years of proven practice in helping organisations improving their performance using the holistic EFQM Excellence Model as a reference. Felix is used to improving organisational performance, designing strategic development, improvement and change programmes, reshaping and simplifying processes and organisational structures but also to coaching and training of leaders and employees in day-to-day continuous improvement activities.

His longstanding experience in a wide range of working environments and industries in international and national context includes

- leading divisions, sections, groups, programmes, and projects
- working in international and national environments in hierarchical as well as informal structures
- scientific as well as applied development and research
- sustainable development of organisations
- reshaping and simplifying processes and organisational structures
- introduction of new working methods
- coaching and training of leaders and employees
- organisation of conferences and workshops
- planning and leading EFQM internal and external self-assessments
- planning and leading EFQM Award and EFQM Levels of Recognition assessments

based on his scientific education in

Geophysics at the Swiss Federal Institute of Technology in Zurich (ETH-Z), Dipl. Natw. ETH (1979), Dr. sc. nat. ETH (1983) and business management education (MBA) at Sandoz Academy (1990),

and his continuous training in fields like

General Management, Strategy Management, Innovation Management, Performance Improvement Management, Continuous Improvement, Business Process Management, Change Management, Intercultural Behavior, Communication and Conflict Management, Quality Management, Environmental Management.

Felix HORNER is passionate about excellence and a strong believer in continuous improvement in all dimensions and at all levels. He inspires excellence in others, builds trust through his reliable, open and transparent behaviour, and prefers to work in partnerships that generate mutual benefits.

## **Contact information**

Dr. Felix HORNER

Rittergasse 35, 4051 Basel, Switzerland

Mobile +41 76 434 16 04

[efqm@excellenceworks.ch](mailto:efqm@excellenceworks.ch)

[www.excellenceworks.ch](http://www.excellenceworks.ch)

CHE-404.351.446