

# EFQM RECOGNITION BROCHURE



EFQM<sup>®</sup>

## What is EFQM Recognition?

EFQM recognition scheme motivates your people to drive the organisation towards continuous improvement, whilst creating international acknowledgment for your professionalism and your relentless focus on progress.

The EFQM Recognition scheme is all about celebrating achievement and creating enthusiasm for progress and transformation. EFQM Recognition is a great way to motivate and encourage systematic improvement and provide a focus for learning and training. It provides achievable milestones during a long-term programme and demonstrate progress to your people, suppliers customers and other Key Stakeholders.

### Benefits:

**Motivate your people**

**Find out how good you are**

**Create a culture of continuous improvement**

**Engage with stakeholders**

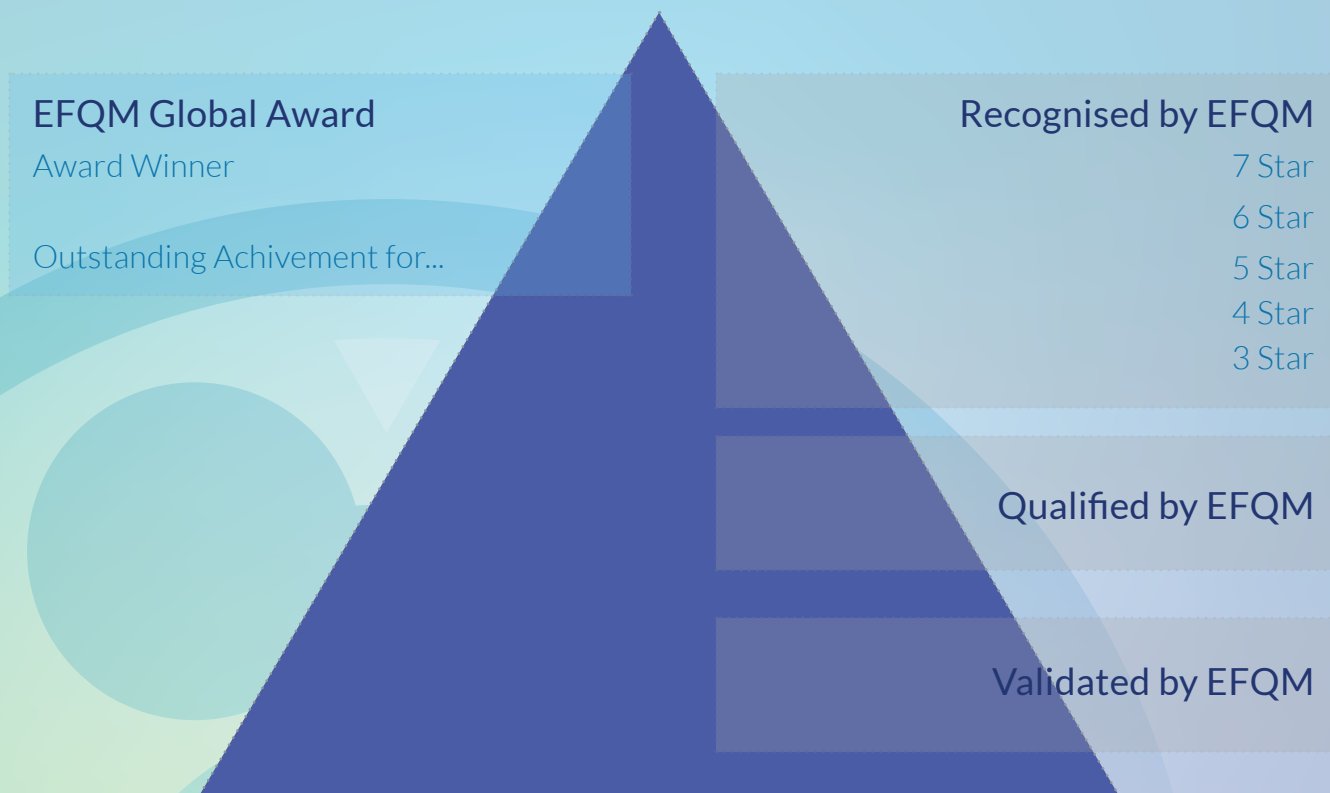
**International Recognition**

**Improve your competitiveness**

## What is EFQM Recognition?

EFQM Recognition is designed to provide organisations strategic level feedback to help them improve. EFQM Recognition is open to any organisation regardless their size, sector or performance levels.

As organisations have different needs and maturity levels, EFQM has designed various assessment services to better meet the needs of the organisations.



### Validated by EFQM

It is a simple & easy step for organisations or units who are just beginning to explore ways to improve their business approach. This simple process will help to instill the culture of continuous improvement within the organisation.

### Qualified by EFQM

It is targeted towards organisations who want to receive a quick analysis of their strategy, management practices and overall performance.

### Recognised by EFQM

It is intended for organisations who already have a robust management system and who want to receive value-adding strategic and operational feedback on their management practices, their levels of performance and their readiness to be fit for the future.

### EFQM Global Award

Its objective is to recognise outstanding organisations worldwide. These organisations demonstrate an indisputable track record of success in turning strategy into action and the continuous improvement of their performance.

## Validated by EFQM

### The "Validated by EFQM" process overview

The "Validated by EFQM" can be organised any time of the year when it is most convenient for your organisation.

**Conduct Self-Assessment  
& Prepare your submission**

**Validation Visit**

**Receive Feedback**

The first step is to conduct a simple self-assessment that will provide you with the strengths and opportunities for improvement for your organisation. After prioritising the improvement opportunities, you will need to choose the top three you will be focusing on and document the three improvement projects associated that you are planning to implement.

Once the three improvement projects are implemented and their impact is visible, EFQM will send an EFQM Validator who will, during a 1-day visit, interview the project leaders and some other people involved and validate the relevance of the projects, their implementation and the results they are delivering.

After the Validation visit you will receive the Validation report with the outcome and value-adding overall feedback and specific to each of the three projects. If successful, you will receive the "Validated by EFQM" recognition.

### Why apply?

- Focus on strategically important projects
- Improve your organisation's performance
- Instil a culture of continuous improvement
- Involve your people at all levels
- Receive value adding external feedback
- Be internationally recognised

### Documents & tools

#### **Applicant Guide**

Detailed description of the application process and useful information for potential applicants

#### **Application Form**

In order to officially apply, a signed Application Form needs to be sent to EFQM

#### **EFQM Questionnaire**

An online simple self-assessment questionnaire to identify the top strengths & improvement areas of your organisation

#### **Validation Action Plan**

The description of your self-assessment & prioritisation process and documentation of the three improvement projects

Please do not hesitate to contact EFQM to receive the documents and tools and information about your application fee and other associated costs.

## Qualified by EFQM

The “Qualified by EFQM” Assessment process gives your organisation a quick and accessible overall analysis of your key management practices built around the seven criteria of the EFQM Model.

### The "Qualified by EFQM" process overview

The “Qualified by EFQM” can be organised any time of the year when it is more convenient for your organisation.

Prepare your submission

Site-Visit

Receive Feedback & Recognition

The first step is to create your submission document in the online EFQM Assess Base platform through the conduction of a simple self-assessment against the seven criteria of the EFQM Model.

Once ready, the submission document is shared with a team of two assessors who will review your application document and conduct a 1 or 1.5-day site-visit at your premises. Through interviews and discussions they will explore different areas and practices of your organisation covering the seven criteria of the EFQM Model.

After the site-visit, you will receive a value-adding and actionable feedback around the EFQM Criteria, including a simple scoring. If successful, you will receive the “Qualified by EFQM” recognition.

### Why apply?

- Quick and accessible overall analysis of your key management practices
- Actionable feedback to improve your organisation's performance
- Rapidly learning throughout the process
- Involve and motivate your people at all levels
- Indication of the maturity level of your organisation
- Be internationally recognised

### Documents & tools

#### Applicant Guide

Detailed description of the application process and useful information for potential applicants

#### Application Form

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#### EFQM Business Matrix

An online self-assessment built around the seven criteria of the EFQM Model used to create your submission document in a quick and collaborative way

Please do not hesitate to contact EFQM to receive the documents and tools and information about your application fee and other associated costs.

## Recognised by EFQM

“Recognised by EFQM” assessment is a comprehensive and complete review of all aspects of your organisation and how well it is being managed and led.

### The "Recognised by EFQM" process overview

The “Recognised by EFQM” can be organised any time of the year when it is most convenient for your organisation.

Prepare your submission

Site-Visit

Receive Feedback & Recognition

The first step is to create your submission document in the online EFQM Assess Base platform through the conduction of a self-assessment against the full EFQM Model.

Once ready, the submission document is shared with a team of 3 to 4 assessors who will review your application document and conduct a 3 to 4-day site-visit at your premises.

The assessment takes into account your organisation’s strategic challenges and objectives as an integral part of the process together with a review of your performance and results against the EFQM Model.

After the site-visit, you will receive a value-adding strategic feedback as well as actionable detailed feedback around the EFQM Criteria, including a robust scoring profile. Depending on the score, your organisation will receive the “Recognised by EFQM” recognition (between 3 and 7 star).

### Why apply?

- Quick and accessible overall analysis of your key management practices
- Actionable feedback to improve your organisation's performance
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#### EFQM Business Matrix

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Please do not hesitate to contact EFQM to receive the documents and tools and information about your application fee and other associated costs.

## EFQM Global Award

The EFQM Global Award, organised annually, is supported by one of the most challenging assessment processes.

### The EFQM Global Award process overview



Prepare submission document



Planning meeting with the assessor team



Prepare for site-visit



Conduct site-visit



Feedback and Jury outcome



Celebration Gala

#### Prepare submission document

The document needs to be created online through the EFQM Business Matrix Advance allowing different people within the organisation to get involved.

#### Planning meeting with the assessor team

A 1-day face-to-face meeting takes place at the EFQM office between the assessment team and the representatives of the organisation to exchange the high-level information of the organisation and start preparing the site-visit.

#### Prepare for site-visit

An information-exchange and learning period for your organisation and the assessment team in order to prepare the site-visit.

#### Conduct site-visit

To assess your organisation and identify your good practices, an international team of three to seven experienced business professionals, all trained in EFQM's rigorous assessment process, spend one week on site. They interview individuals and groups, as well as review documents to analyse how effectively the organisation is performing in the delivery of its strategic objectives.

#### Feedback and Jury outcome

The feedback report prepared by the team of experienced business professionals provides a wealth of value adding input to help the organisation improve at a strategic level. The report is presented to an independent Jury that decides the level of recognition for each applicant organisation.

#### Celebration Gala

The success and achievement of your organisation is announced during the Gala, which takes place during our annual learning & networking event (the EFQM Forum).

### Why apply?

- Gaining international visibility
- Acquiring highly valued feedback that identifies and helps understand the gaps and possible solutions available, empowering progress and significant improvement in an organisation's performance
- Showcasing your achievements within our global network
- Motivating your people: The ambition and thrill to succeed inspires, motivates and energises your employees at all levels of the organisation in a positive and constructive atmosphere.
- The interaction with the EFQM trained assessment team throughout the process will enable an organisation to gain expert insights to tackle its future challenges.

## Documents & tools

### Applicant Guide

Detailed description of the application process and useful information for potential applicants

### Application Form

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### EFQM Business Matrix Advance

An online self-assessment built around the full EFQM Model used to create your submission document in a easy and collaborative way

Please do not hesitate to contact EFQM to receive the documents and tools and information about your application fee and other associated costs.

## What the winners feel...

*"Being recognised with the EFQM Global Award fills us with **pride** and **joy**. It illustrates our drive and **enthusiasm** to make things better".*

*"Winning the EFQM Award makes us **extremely proud** because it is an important recognition for us".  
Winning the Award demonstrates that we have developed our organisation even further over the last years".*

*"Using the EFQM Model has enabled us to turn a small public organisation into a **reference in the public sector**".*

*"We are delighted about the Award and see it as recognition of the **good work** our team has done".*

*"Winning the Award is something we have always **aspired to** and we have **worked extremely hard** to improve, change and adapt to meet the expectations of our customers, employees and partners".*

*"Being one of the few organisations that have managed to secure **Europe's most prestigious accolade** in relation to management quality is an achievement that fills us with **pride and joy**".*





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