About EFQM

EFQM is an innovative, not-for profit organisation, fusing data-driven insights, curated learning and development and networking opportunities for the benefit of organisations and individuals worldwide.

Working across international borders, we support leaders as they manage cultural change and transformation to deliver performance improvements and benefits for their key stakeholders. Through our carefully designed portfolio of products and services, we provide a looking glass for organisations and individuals to examine where they are and to help put a spotlight on where action is required.

By becoming a successful partner to organisations around the world, we can deliver on our own purpose – to build a better future for people, for communities and for organisations themselves.
Invitation
EFQM Global Award
The future is here

2020 is a year of transformation, both internally for EFQM and for the organisations we serve.

A significant aspect of that change has included the rollout of our revolutionary new EFQM Model. Built on design thinking, the new Model offers a vital framework and methodology to help you with the changes, transformation, and disruption that organisations face every day.

With the new EFQM Model we will also offer a rejuvenated and more challenging Award process as a key component within our transformation programme.

We acknowledge that 2020 is an exciting year for all parties involved and we guarantee ample time for you to prepare for the challenge. Accordingly, we will be allowing greater flexibility with site visit dates to accommodate your specific needs. We also intend to reduce the cycle time from when you submit your application, through to the date you receive your final feedback to enable you to implement key changes or improvements faster.

Sincerely,
Russell Longmuir
CEO EFQM
EFQM Global Award

The objective of the EFQM Global Award is to recognise outstanding organisations worldwide, whether private, public or non-for-profit. These organisations demonstrate an indisputable track record of success in turning strategy into action and the continuous improvement of their performance.

The EFQM Global Award is supported by one of the most challenging of assessment processes. To assess organisations and identify good practices, an international team of three to seven experienced professionals, all trained in EFQM’s rigorous assessment process, spend one week on site. They review documents and interview individuals as well as groups to analyse how effectively the organisation is performing in the delivery of its strategic objectives.

The new, revised feedback report for 2020, prepared by the Assessors, provides a wealth of value adding input to help the organisation improve at a strategic level. The report is then presented to an independent Jury that decides the level of recognition for each applicant organisation.

The interaction with the assessment team throughout the process will enable an organisation to gain expert insights to tackle its future challenges.
EFQM Award Assessors

Our core cohort of Assessors is currently engaged in EFQM Certified Assessor Transformation courses to prepare for the 2020 competition, learning both the latest Assessor techniques and a re-calibrated assessment structure, ensuring a new level of feedback and support during your Award process.

In addition, with this training our Assessors have gained deep insight into the key areas of focus of the EFQM Model including the importance of Purpose, Organisational Culture & Leadership, Driving Performance & Transformation and Creating Sustainable Value.
The EFQM Global Award is an annual event designed to recognise the world’s best performing organisations, whether private, public or non-profit. It recognises leaders with an indisputable track record of success in turning strategy into action and continuously improving their organisation’s performance.

**Award Gala**

During the annual Gala Dinner, taking place in a different city every year, we reveal and celebrate the Winners.
Benefits

By entering the EFQM Global Award 2020, organisations can derive significant value by:

- Gaining international visibility one of the first organisations recognised against the new EFQM Model
- 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 their achievements within our global network of partners, comprising government bodies, household brands, corporate entities and non-profits.
- Fully understanding the EFQM philosophy and the range of intelligence tools we offer, including how to apply them for effective results.
- 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.
Key steps

- Prepare Submission Document
- Planning meeting with the Assessor team
- Prepare for site-visit
- Conduct site-visit
- Feedback and Jury outcome
- Celebration Gala
How do the winner 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 on our “Journey towards Excellence”. Winning the Award demonstrates that we have developed our excellence approach even further over the last years”.

“Using the 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”.
Timeline

Applicant webinars - November - March 2020

Signed application form: end of March 2020

Submission document submitted via Assess Base - end of April

Assessor briefing events - applicant meeting with the Assessor team - end of May - beginning of June 2020

Site visit - between June and August 2020

Jury meeting - September 2020

EFQM Forum, Lyon, France - 22 & 23 October 2020