

European Foundation for Quality Management



Business Excellence Framework

Why EFQM Model used

- Provides an assessment of the organisation
- Balances needs of different stakeholders
- Assists development of strategy
- Helps understand drivers of business results
- Focuses and measures improvement efforts
- Provides a single framework for initiatives
- Encourages sharing of good practice
- Provides common language of performance
- Offers comprehensive benchmarking
- Involves partners and people in innovation

EFQM

Fundamental Concepts

- Customer focus
- Partnership development
- People development and involvement
- Management by processes and facts
- Continuous learning, innovation, improvement
- Leadership and constancy of purpose
- Public responsibility
- Results orientation

EFQM Quality Measures

- 1. Leadership**
- 2. Policy and Strategy**
- 3. People**
- 4. Partnerships and Resources**
- 5. Processes**
- 6. Customer Results**
- 7. People Results**
- 8. Environment and Society**
- 9. Key Performance Results**

EFQM Excellence Framework

