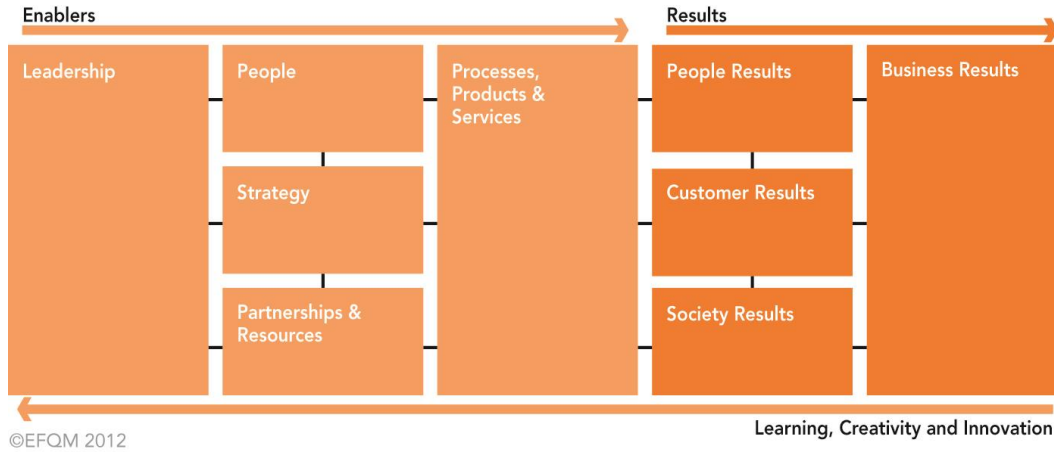


INTRODUCTION TO THE 2013 EXCELLENCE MODEL

The **EFQM Excellence Model** has been revised for 2013 and was officially launched on 10 October 2012.

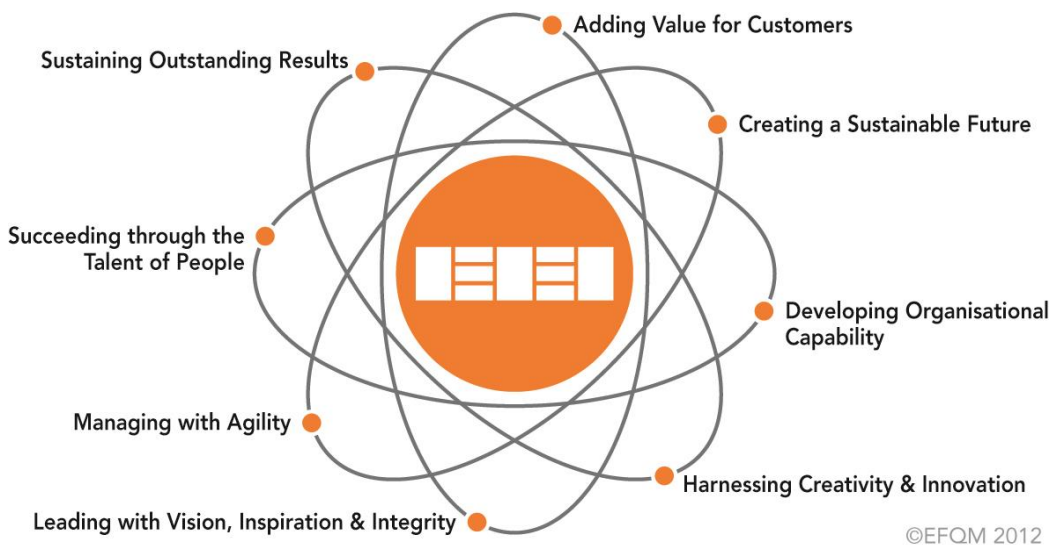
To find out about the changes, come to our 1 day seminar which is aimed at:

- Organisations who currently use the Excellence Model
- Organisations who are interested in using the Excellence Model to help integrate improvement initiatives



Content

- **The EFQM Excellence Model 2013** - review of the changes
- **The Fundamental Concepts.**
- **RADAR**- the method of assessment
- **Increasing the involvement of Managers in the use of the Model.** The benefits of the 2013 Model from a manager's perspective.
- Using the 2013 model as an effective way of managing improvement and measuring progress



Why Attend?

The seminars are highly participative and you will get the opportunity to discuss the implications of these changes with other delegates.

If you would like more information please contact George Wilson: 028 9073 7950 on or email: george.wilson@cforc.org