

QUALITY & OPERATIONAL EXCELLENCE | COURSE BROCHURE

Excellence Models and Self-Assessment

5 days | Classroom training | English

SMART HORIZON

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Course content

Why attend

Business excellence models provide a holistic framework to assess and improve organisational performance. This course covers excellence models such as EFQM and national quality awards: model structure, enablers and results, self-assessment methods, scoring, identifying strengths and improvement areas, and preparing award submissions.

Self-assessment against an excellence model reveals priorities for improvement across the whole organisation. You will learn to run assessments that drive change.

Professional Problems This Course Is Designed to Solve

• Difficulty translating subject knowledge into practical workplace decisions.
• Inconsistent approaches to the activities covered in the course outline.
• Lack of a structured plan for applying and reviewing new skills.

Course methodology

Model walkthroughs, self-assessment practice, scoring exercises and case studies of award winners.

Course objectives

By the end of this course, participants will be able to:
• Explain the structure of excellence models
• Understand enablers and results criteria
• Plan and run self-assessments
• Score using assessment logic
• Prioritise improvement areas
• Prepare excellence award submissions

Target audience

This course is suitable for:
• Quality and excellence managers
• Strategy and performance professionals
• Senior managers
• Internal assessors
• Government excellence programme staff



Course content

Target competencies

Participants will develop competencies in:

- Model knowledge
- Self-assessment
- Scoring
- Prioritisation
- Submission writing

Course outline

Day 1: Excellence Models

09:00–10:08	Purpose of excellence models
10:08–11:00	Model overview
11:00–11:30	**Coffee break**
11:30–11:45	Model overview (continued)
11:45–12:53	Case studies
12:53–14:00	Exercise

Day 2: Criteria

09:00–10:08	Direction and execution
10:08–11:00	Results
11:00–11:30	**Coffee break**
11:30–11:45	Results (continued)
11:45–12:53	Evidence
12:53–14:00	Workshop

Day 3: Self-Assessment

09:00–10:08	Assessment methods
10:08–11:00	Gathering evidence
11:00–11:30	**Coffee break**



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11:30–11:45	Gathering evidence (continued)
11:45–12:53	Facilitation
12:53–14:00	Exercise

Day 4: Scoring

09:00–10:08	Assessment logic
10:08–11:00	Consensus
11:00–11:30	**Coffee break**
11:30–11:45	Consensus (continued)
11:45–12:53	Strengths and improvements
12:53–14:00	Exercise

Day 5: Using Results

09:00–10:08	Prioritisation
10:08–11:00	Award submissions
11:00–11:30	**Coffee break**
11:30–11:45	Award submissions (continued)
11:45–12:53	Improvement plans
12:53–14:00	Action plan

The timings provided are estimates and may vary depending on the number of participants and the discussions taking place during the sessions. They are indicative only and do not constitute a binding commitment.



Course content

Dates, venues and fees

Current published course plans. Fees are per participant in EUR, excluding unconfirmed taxes.

Venue	Start date	End date	Fee (EUR)
Barcelona Confirmed dates	16 Nov 2026	20 Nov 2026	**€2,840.–**
Online Confirmed dates	16 Nov 2026	20 Nov 2026	**€1,250.–**
London Confirmed dates	7 Dec 2026	11 Dec 2026	**€2,450.–**
Online Confirmed dates	7 Dec 2026	11 Dec 2026	**€1,250.–**
Rome Confirmed dates	4 Jan 2027	8 Jan 2027	**€2,450.–**
Online Confirmed dates	4 Jan 2027	8 Jan 2027	**€1,250.–**
Paris Confirmed dates	25 Jan 2027	29 Jan 2027	**€2,860.–**
Online Confirmed dates	25 Jan 2027	29 Jan 2027	**€1,250.–**
Dubai Confirmed dates	15 Feb 2027	19 Feb 2027	**€3,150.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	15 Feb 2027	19 Feb 2027	**€1,250.–**
Rome Confirmed dates	8 Mar 2027	12 Mar 2027	**€2,450.–**
Online Confirmed dates	8 Mar 2027	12 Mar 2027	**€1,250.–**
London Confirmed dates	29 Mar 2027	2 Apr 2027	**€2,450.–**
Online Confirmed dates	29 Mar 2027	2 Apr 2027	**€1,250.–**
Dubai Confirmed dates	12 Apr 2027	16 Apr 2027	**€3,150.–**
Online Confirmed dates	12 Apr 2027	16 Apr 2027	**€1,250.–**
Vienna Confirmed dates	3 May 2027	7 May 2027	**€2,940.–**
Online Confirmed dates	3 May 2027	7 May 2027	**€1,250.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Cape Town Confirmed dates	24 May 2027	28 May 2027	**€1,890.–**
Online Confirmed dates	24 May 2027	28 May 2027	**€1,250.–**
Frankfurt Confirmed dates	14 Jun 2027	18 Jun 2027	**€2,650.–**
Online Confirmed dates	14 Jun 2027	18 Jun 2027	**€1,250.–**
Barcelona Confirmed dates	5 Jul 2027	9 Jul 2027	**€2,840.–**
Online Confirmed dates	5 Jul 2027	9 Jul 2027	**€1,250.–**
Cape Town Confirmed dates	19 Jul 2027	23 Jul 2027	**€1,890.–**
Online Confirmed dates	19 Jul 2027	23 Jul 2027	**€1,250.–**
Vienna Confirmed dates	9 Aug 2027	13 Aug 2027	**€2,940.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	9 Aug 2027	13 Aug 2027	**€1,250.-**
Cape Town Confirmed dates	30 Aug 2027	3 Sept 2027	**€1,890.-**
Online Confirmed dates	30 Aug 2027	3 Sept 2027	**€1,250.-**
Dubai Confirmed dates	20 Sept 2027	24 Sept 2027	**€3,150.-**
Online Confirmed dates	20 Sept 2027	24 Sept 2027	**€1,250.-**
Kuala Lumpur Confirmed dates	11 Oct 2027	15 Oct 2027	**€1,450.-**
Online Confirmed dates	11 Oct 2027	15 Oct 2027	**€1,250.-**
Istanbul Confirmed dates	25 Oct 2027	29 Oct 2027	**€2,650.-**
Online Confirmed dates	25 Oct 2027	29 Oct 2027	**€1,250.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Amsterdam Confirmed dates	15 Nov 2027	19 Nov 2027	**€2,540.-**
Online Confirmed dates	15 Nov 2027	19 Nov 2027	**€1,250.-**
Rome Confirmed dates	6 Dec 2027	10 Dec 2027	**€2,450.-**
Online Confirmed dates	6 Dec 2027	10 Dec 2027	**€1,250.-**

Plan your next step

Dates, availability, exact venue, taxes, inclusions and payment terms require written confirmation. This brochure is not a quotation, registration, booking confirmation or visa invitation. Participants receive a Smart Horizon certificate of attendance; programmes are not externally accredited and do not award a professional qualification or designation. Confirm arrangements before booking travel.

For group or in-house training, contact our learning team to discuss your objectives and delivery arrangements.

Contact Smart Horizon

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