

EFQM Excellence Model review - FAQ's

- **What has changed in the model and the criteria?**
All the changes will be presented at the EFQM Forum 2009. Following this event, a brochure explaining the changes will be available, as well as webinars, upgrade courses etc.
- **Will changes apply only to the model?**
No, the fundamental concepts and the RADAR will also change.
- **When will the new model be ready?**
It will be ready and launched at the Forum 09, 29th of September.
- **Who owns the copyright for the new model?**
EFQM is the owner of the model and copyright holder.
- **I would like to give my input to the new model– how can I do it?**
Please contact Herve Legenvre: herve.legenvre@efqm.org
- **Can I help in some ways?**
Yes you can, we will be creating and reviewing case studies, assessment tools... so volunteers are welcome. Please contact Herve Legenvre: herve.legenvre@efqm.org
- **Who is involved in the model review?**
The core team, which meets twice a month, includes:
 - Pierre Cachet, CEO EFQM
 - Christian Forstner, Siemens, representing the assessors
 - Matt Fisher, Ricoh, representing the members
 - Chris Hakes, Leadership Agenda, representing EFQM trainers
 - Herve Legenvre, EFQM, representing academic world
 - Andre Moll, DGQ, representing National Partner Organisations
 - Marie Lindsay, St Mary's College, representing Public Sector and SME' s
 - Sue Arundale-Scott, EFQM, representing departments of the European Commission
- **How many versions of the model will be released?**
There will be just one model. Assessment tools and guidelines will be developed to help with specific sectors after the launch of the model
- **Can we compare the renewal with the changes to the model in 2003?**
No, there are more significant changes this time, reflecting amongst others the recent changes in the global business environment.
- **When and how can we order a copy of the new model?**
From October 09 onwards at EFQM's Webshop:
<http://ww1.efqm.org/en/tabid/260/default.aspx>.

- **In which languages will the model be available?**
The model brochure and the Fundamental Concepts brochure will be available in English by September 09. A French, German, Spanish, Dutch, Greek and Italian version should be available by the first quarter of 2010.
- **What will be the effect on other EFQM services?**
All EFQM products will be updated by the first quarter 2010. Specific schedules will be provided for each of the product.
- **How will assessors and validators be updated?**
Assessor who have been trained since January 2007 or who have participated in the 2008 or 2009 EFQM Excellence Award cycle can participate in one of the one-day “upgrade” courses, that will be organised from October onwards. It is mandatory for them to take this upgrade course in order to remain part of the EFQM pool of assessors. No derogations will be provided.
- **As an applicant to the EFQM Excellence award, how can I get ready for the changes?**
A series of workshops for applicants to the Award, R4E and other organizations interested in adapting their self assessment will be organized starting in October.
- **Will there be other changes to the trainings?**
Yes, there will be a new case study available. We will update the EFQM Assessor Training to integrate the use of Enabler maps. We will implement a career path for assessors. All training will be revised.
- **When can we order other relevant brochures?**
All publication dates will soon be available on EFQM’s website: events & publications.
- **How do I know that a document or a service is aligned with the revised version of the model?**
They will have a stamp “EFQM 2010” on them. Only EFQM is entitled to provide this stamp.
- **How can I add my own question to this list?**
Please contact info@efqm.org
- **When will the model be used as the basis for the EFQM Excellence Award?**
From 2010 onwards the award will be based on the new model.
- **I am intending to apply to Committed to Excellence or Recognised for Excellence, can I still use the older version of the EFQM Excellence model?**
We encourage all applicants to use the new version of the EFQM Excellence model. However, applicants to Committed to Excellence or Recognised for Excellence will be allowed to use the older version of the EFQM excellence model until the end of 2010. It is the date of the validation or the date of the assessment that will be taken into consideration here (not the date we received the application).

■ **How can I get to know the changes to the model?**

There's a one-day upgrade course explaining the changes to the model, webinar sessions and a transition guide. Assessors who want to remain in EFQM pool of assessors should register for the upgrade course. Future applicants to the EFQM Excellence award or Recognised for Excellence should register to the "applicant workshop". Others can download the transition guide from EFQM website from October onwards or register to a 2hr webinar session.

■ **Does the scoring for the award changes after the renewal of the model? Does our score from the past decreases?**

We recommend to avoid strict comparisons between scores based on the old and new version of the model. We believe that applicant that will be well prepared should not experience large differences in scoring. This will be taken into account and analysed as part of the 2010 EFQM Excellence Award Cycle

■ **How do I remain listed as a licensed consultant?**

A one day meeting in October at EFQM premises will clarify all the necessary steps to be undertaken to stay a licensed consultant. Please contact Maxim.Lagrilliere@efqm.org.

■ **What's the assessor community on web 2.0 about?**

EFQM takes the occasion of the renewal of the model as a starting point to set up communication and exchange platforms on Facebook, LinkedIn etc. to strengthen the liaison amongst its assessors. It will be based on the existing Award Assessor community.

■ **Why did we change the content of the model?**

The demand comes from EFQM members and assessors. This was one of the key lesson from the Member survey and the road trip we conducted in April 2009. Moreover the challenges experienced by organizations have evolved over the year and we needed to align the EFQM excellence model with those. Finally, inconsistencies remained in the EFQM excellence model and will now be cleared.

■ **What will be the advantages of switching to the new model?**

The Fundamental concepts now reflect the major challenges experienced by organizations. The concepts, the model and Radar are now fully consistent with each other. The systematic use of key information will enhance the quality of the feedback and will help to priorities what is strategic and relevant to top management. Finally there will be only one version of the model.

■ **Will there be any disadvantage running for the award in 2010?**

No! The same model will be used for all applicants and it will be released at the same time for all of them. Moreover, the EFQM Excellence Award is based on the assessment of the organisation itself, not of a document. We expect the feedback to be even more consistent and relevant to top management because of the changes made.

■ **As an applicant in the 2010 EFQM Excellence Award, will the changes require additional preparation?**

Very limited. There will be barely no differences in the preparation of the qualification file and the result section of your application. Applicant using an enabler map as part of their submission document will need to invest few hours in realigning its content with the new version of the model. Applicants using a classic submission document will need to spend about two extra working days to finalise their submission document. The most important point for applicants will be to familiarise themselves and some of their key staff with the new RADAR card. This will be something of value for them and something certainly reassuring for them.

■ **Will specific themes be more prominent in the revised model?**

Indeed innovation and sustainability are definitely more prominent. They already appear in the concept title and are featured across the full revised model. This brings us in line with the current challenges faced by many organizations.