

## Safety Corner

### What is EFQM?

The European Foundation for Quality Management (EFQM) is a membership-based non-profit organization based in Brussels with a mission to drive the sustained success of European organizations. EFQM is the custodian of the EFQM Excellence Model, a non-prescriptive management framework that is widely used in public and private sector organisations throughout Europe and beyond. The EFQM Excellence Model can be used as the basis to describe the attributes of an excellent organisational culture and as a tool for organisation development by identifying and understanding opportunities for improvement and stimulating solutions. The model's fundamental concepts of excellence includes the following underlying principles which are considered essential for achieving sustainable excellence in any organisation:

- **Adding Value for Customers** – consistently add value for customers by understanding, anticipating and fulfilling needs, expectations and opportunities
- **Creating a Sustainable Future** – have a positive impact on the stakeholders by enhancing their performance whilst simultaneously advancing the economic, environmental and social conditions within the communities
- **Developing Organisational Capability** – enhance capabilities by effectively managing change within and beyond the organisational boundaries
- **Harnessing Creativity & Innovation** – generate increased value and levels of performance through continual improvement and systematic innovation by harnessing the creativity of stakeholders
- **Leading with Vision, Inspiration & Integrity** – with leaders to shape the future and make it happen, acting as role models for its values and ethics
- **Managing with Agility** – widely recognised for the ability to identify and respond effectively and efficiently to opportunities and threats
- **Succeeding through the Talent of People** – value people and create a culture of empowerment for the achievement of both organisational and personal goals
- **Sustaining Outstanding Results** – achieve sustained outstanding results that meet both the short and long term needs of all stakeholders, within the context of the operating environment

With more than 500 members covering more than 55 countries and 50 industries, EFQM provides a unique platform for organisations to learn from each other and improve performance. EFQM also runs the annual EFQM Excellence Award, which recognise organisations that have achieved an outstanding level of sustainable excellence.

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