EFQM - 2020 and beyond......
Good Afternoon to everyone – in the next 20 minutes

• Introduce myself
• Compliment our best friends..... Quality Austria
• Why we need a new Model at EFQM
• Why we need to transform to help our members and Partners transform
• Where are we on the new model
Russell Longmuir

- 20 years as a consultant at PwC, IBM and KPMG
- Worked and lived in US, Asia and Europe
- Mostly focused on change and transformation across most industries
- In 20 years I never heard of any consultant or company using the EFQM excellence model
- CEO at BQF
- Now at EFQM!!
Quality Austria

- EFQM’s leading National Partner in the world – and there are 44 of them!!!
- Most forward thinking in terms of technology and digitisation; understanding different customer needs; recognising we need to help organisations manage change and disruption and provide shared best practice
- Hungry to improve the customer experience such as “lean” assessments and the best EFQM Forum ever 84% NPS
- Leading role – Franz Peter Walder is a Board Member of the EFQM
QA - The leaders in bringing Quality and Excellence together for Europe
Why do we need a new model??

• Every organisation faces change and disruption – we identified 9 megatrends......
  • Managing Demographic Diversity
  • New business and organization models
  • Intensified demand for skills & talent management
  • The Rise of Technology and Digital Disruption
  • Sharing Economy and Trust Sharing
  • Scarcity of Resources
  • Meeting ever increasing Regulation
  • Geopolitical uncertainty and localisation in the global economy
  • Ever increasing environmental crises

• ............All of these means our model must help companies manage change and disruption!!!!!
We interviewed business leaders and the EFQM community – which is which???
Next steps – digitising customer journey
The Model 2020.....new diagnostic tools
Engaging the community

• Why do we have the best technology at home?
  • Looks cool, great UX
  • Intuitive and easy to use
  • We want to use it (too much?)

• We have launched Totem – a mobile app that connects our community across 40 countries to drive performance improvement and sharing best practice
So where are we and what are the next steps........

• Video
Thank You
Vienna