

The EFQM Excellence Model in Higher Education: Unlocking a New Era of Academic Success

Higher education institutions strive for excellence in providing top-quality education and delivering the necessary skills for students to thrive in their professional lives. In the pursuit of continuous improvement and excellence, the EFQM Excellence Model has emerged as a powerful framework for higher education institutions to assess their performance and drive innovation. This article will delve into the EFQM Excellence Model in higher education, its benefits, and how it can unlock a new era of academic success.

Understanding the EFQM Excellence Model

The EFQM Excellence Model is a widely recognized management framework developed by the European Foundation for Quality Management. Initially designed for use in the business sector, the model has found applications in various fields, including higher education. It provides a structured approach to assessing and enhancing organizational performance, promoting sustainable success and continuous improvement.

The EFQM Excellence Model consists of nine criteria, divided into two categories: enablers and results. The enablers category focuses on how an organization designs and manages its processes and resources, while the results category evaluates the outcomes achieved by the organization.

The EFQM Excellence Model in Higher Education: Getting started and ensuring added value

by Marisa Silva([Print Replica] Kindle Edition)



★★★★☆ 4 out of 5

Language : English
File size : 7048 KB
Print length : 718 pages
Lending : Enabled
Screen Reader : Supported
X-Ray for textbooks : Enabled



The enablers criteria encompass leadership, policy and strategy, people, partnerships and resources, processes, and products and services. These criteria emphasize the importance of effective leadership, strategic planning, employee engagement, stakeholder management, and efficient utilization of resources.

The results criteria assess the organization's performance in terms of customer satisfaction, people results, societal impact, and, crucially, academic results. These criteria highlight the importance of achieving desired outcomes and provide a holistic view of the institution's overall success.

The Benefits of Applying the EFQM Excellence Model in Higher Education

Implementing the EFQM Excellence Model offers numerous benefits to higher education institutions. Firstly, it provides a comprehensive and systematic approach to self-assessment. The model enables organizations to identify their strengths, weaknesses, and areas for improvement, leading to a culture of continuous learning and enhancement.

By adopting the EFQM Excellence Model, higher education institutions can foster a holistic approach to management. The model encourages the integration and

alignment of different aspects of an organization, such as leadership, strategy, processes, and performance measurement. This integrated approach facilitates effective decision-making, resource allocation, and long-term planning.

The EFQM Excellence Model also promotes a focus on stakeholder engagement and collaboration. By considering various stakeholders, including students, faculty, staff, employers, and the wider community, institutions can better understand their needs and expectations. This knowledge enables institutions to tailor their strategies, programs, and services to meet stakeholders' requirements effectively.

Moreover, the EFQM Excellence Model facilitates a culture of innovation and continuous improvement. By valuing creativity, experimentation, and learning, institutions can nurture an environment that encourages new ideas, research, and technological advancements. This focus on innovation plays a crucial role in any institution's ability to adapt to rapidly changing educational landscapes and deliver cutting-edge education.

Unlocking a New Era of Academic Success

Implementing the EFQM Excellence Model in higher education can unlock a new era of academic success. By embracing the model's principles and using it as a roadmap for improvement, institutions can elevate their performance and unlock their full potential.

One of the key aspects that contribute to academic success is effective leadership. The EFQM Excellence Model emphasizes the importance of strong leadership grounded in a clear vision, values, and an empowering culture. Leaders who embrace the model can inspire their teams, drive innovation, and foster a sense of purpose and shared goals.

In addition, the EFQM Excellence Model promotes the development of a customer-centric approach. The model encourages institutions to prioritize the needs and expectations of students, ensuring the delivery of high-quality education that matches the demands of the job market. By constantly seeking feedback from students and engaging them as co-creators of their educational experience, institutions can enhance their academic offerings and maximize student success.

The EFQM Excellence Model's focus on people and employee engagement is another factor that can unlock academic success. Recognizing the importance of a motivated, skilled, and diverse workforce, the model encourages institutions to invest in the development of their staff, foster a culture of continuous learning, and provide opportunities for professional growth. Engaged employees are more likely to go the extra mile, resulting in improved educational outcomes and enhanced student experiences.

Lastly, the EFQM Excellence Model's emphasis on innovation and continuous improvement is essential for unlocking academic success in higher education. Institutions that embrace a culture of innovation are better equipped to adapt to the evolving needs of students, employers, and society at large. By encouraging research, experimentation, and the adoption of emerging technologies, institutions can stay at the forefront of educational advancements and provide their students with a competitive edge.

The EFQM Excellence Model offers a powerful framework for higher education institutions looking to unlock a new era of academic success. By focusing on leadership, customer-centricity, employee engagement, innovation, and continuous improvement, institutions can enhance their overall performance, deliver exceptional education, and prepare their students for future success.



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The 16 years since the first publication of this book in 2003 has seen significant changes in the Higher Education market.

The terminology used may have changed but the messages contained within this book remain relevant. Apart from this

introductory section (A 2019 perspective) the remainder of this book remains as it did in the original 2003 version, thus

bringing the original thinking to a new audience. Many of the issues cited in the mainstream press were predicted by the authors during the initial research and it has taken the intervening period for these to be realised.

Tuition fees had only been around for 3 years when the book was first published and were nowhere near the current cap of £9,250 which is reported as being applied by 76% of institutions. The change to a fee-paying audience solidifies the then new concept of students as consumers and customers who have expectations that match the fees being asked.

According to Universities UK (2017) students are working harder as they

recognise the need for value for money and only in recent years is the concept of student consumer being truly understood by Universities and students More people than ever before are engaging with Higher Education whether in a traditional university, FE Colleges offering foundation degrees or Degree apprenticeships. This brings further challenges to the running of these institutions.

This book is aimed at all personnel working in the HE Sector with responsibility for management activities and leading teams towards organisational objectives. It is written by practitioner academics and shares real life experiences thus preparing everyone to deal with the unexpected. Lessons that have been learned are captured in a rigorous manner and it is hoped that this will be a useful guide for those striving for success in the attainment of excellence.

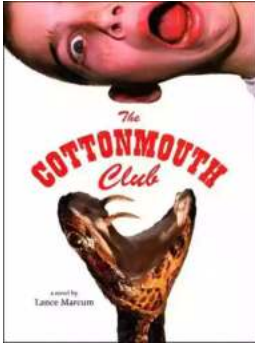
Whether you are a novice to the EFQM Excellence Model or have been using it for some time this book is designed to help you on your journey. For those who, in the words of a well-known guru of quality, require 'instant pudding' readers can cut to the quick and read the last few chapters.

A further aim of this book is to enable people using the EFQM Excellence Model to avoid the common pitfalls associated with its implementation, thereby assisting them to have an easier and more fruitful journey towards excellence than they would have had, had they not read the book.



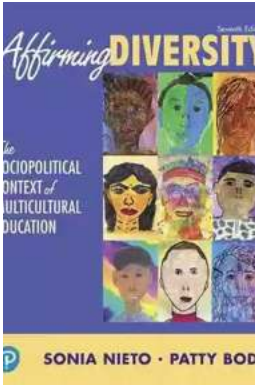
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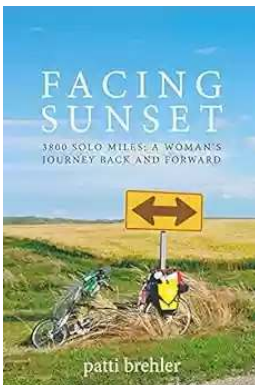
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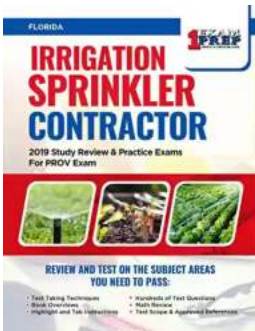
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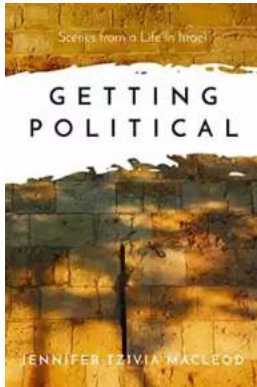
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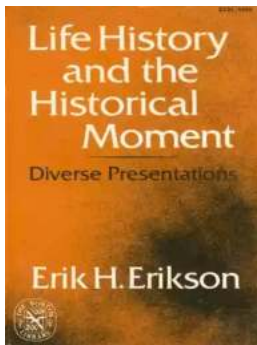
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