

EFQM-studying and development report

1st introduction

- ☛ general development
- ☛ strategic remarks

2nd milestones in the QM year

- ☛ monthly highlights
- ☛ Events
- ☛ Visits
- ☛ ...

3rd EFQM constituents 1-9

Leadership

- ☛ Short description contents
- ☛ Strengths
- ☛ Potentials
- ☛ realized measures

Politics

- ☛ Short description contents
- ☛ Strengths
- ☛ Potentials
- ☛ realized measures

Employees

- ☛ Short description contents
- ☛ Strengths
- ☛ Potentials
- ☛ realized measures

Resources and partnerships

- ☛ Short description contents
- ☛ Strengths
- ☛ Potentials
- ☛ realized measures

Processes

- ☛ Short description contents
- ☛ Strengths
- ☛ Potentials
- ☛ realized measures

Customer results

- ☛ Short description contents
- ☛ Strengths
- ☛ Potentials
- ☛ realized measures

Employee results

- ☛ Short description contents
- ☛ Strengths
- ☛ Potentials
- ☛ realized measures

Key results

- ☛ Short description contents
- ☛ Strengths
- ☛ Potentials
- ☛ realized measures

4th effort for SQM activities

- ☛ Composition of the man days per project of the hours per QMB
- ☛ Complete effort QM proportionally complete effort enterprise
- ☛

5th view 2006

6th appendix

- ☛ Protocols
- ☛ Study groups....