

Date: 14-15th April 2010

Venue: Sidi Mohamed Ben Abdellah University, Morocco

After the welcome speech of the President of Host University, Dr. Esserrhini Farissi, the project coordinators and national project coordinator then presented the process and outcomes of the ALTAIR project.

The object of this two-day workshop is to introduce the EFQM Excellence Model and Key Management Processes as well as to give guidelines on how to implement the EFQM model in a university service. Successful examples, real case studies and exercises were also given during the meeting. Two workshops were generally divided into (see agenda):

Workshop I:

- (i) Self-evaluation of the approaches following the model EFQM, including the implement tools, such as questionnaires, Workshops, Simulation & Criteria of Excellence of the EFQM;
- (ii) How to accomplish a self-evaluation, the analysis of the 8 steps recommended by the EFQM and how to adapt it to the real life cases in the universities;

Workshop II: Study of the different tools of management: example of the diagram of Pareto & the diagram of root-cause Analysis.

All the participants, both from EU and the partner countries, have found the workshops beneficial and the interaction among the consortium during the activity was invaluable for both sides.