

## **Quality is a Long Time Journey: From ISO Standard to EFQM Model**

The case study focuses upon the challenges of and outcomes of implementing quality management systems at the Continuing Education Centre (CFP).

It describes the procedure, process and outcomes of introducing and implementing firstly ISO 9000 and then EFQM in the CFP.

The case study demonstrates that the benefits were documentation of work procedures, personnel's high motivation and interesting enhancement proposals arising from the interaction of people with different tasks. It shows that EFQM was more appropriate to CFP than ISO 9000, and that the adoption of the latter produced an opportunity to restore the quality system. It also showed how the EFQM self-assessment work contributed to the strategic planning in the CFP

### Key themes

Educational strategy

EFQM

ISO 9000

Performance indicators

Quality improvement

Self-assessment

Total Quality Management (TQM)

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