

RESEARCH SEMINARS 2018

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LA IMPLANTACIÓN DEL MODELO EFQM DE EXCELENCIA EN LAS EMPRESAS ESPAÑOLAS

THE IMPLEMENTATION OF THE EFQM EXCELLENCE MODEL IN SPANISH PRIVATE FIRMS

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18H30

Sala de Atos, Faculdade de Economia | Universidade do Algarve

What is the EFQM Excellence Model?

What Is The Business Excellence Matrix?

The Steps to the EFQM Excellence Award.

The Fundamental Concepts of Excellence.

Is the EFQM Excellence Model actually Useful?

Motivations for implementing TQM through the EFQM model in Spain: an empirical investigation.

An exploratory study of the results of the implementation of EFQM in private Spanish firms.

Dr. Raquel Gómez-López is an associate professor at the University of Cantabria (Spain). Her current research interests include quality management, excellence models, responsible management, family firms, innovation and tourism. She is currently director of the Summer Courses of the University of Cantabria in Laredo. In addition, she is a member of the Scientific Committee of the Production and Operations Management Society (POMS) 2018 International Conference and the 3rd International Conference on Quality Engineering and Management (ICQEM).

Raquel's works have been published in journals of international impact such as Cornell Hospitality Quarterly, Total Quality Management & Business Excellence, International Journal of Quality and Reliability Management, and Journal of Small Business and Enterprise Development, among others. She is also author of several chapters in various collective works and two books. She regularly participates in prestigious international and national conferences, such as those organized by POMS, IFERA and ACEDE.