The EFQM Forum 2022

Lyon, France
27 & 28 October 2022
In today’s world, modern organisations find themselves operating in an environment where transformation happens rapidly and relentlessly. Modern organisations are faced with several challenges and pressures from external environments, such as localisation vs globalisation, technological innovation, lifestyle changes, skill shortages, demands on leaders and flexibility and mobility in the future of work.

Throughout the Forum, your current views and thoughts will be challenged as we discuss what is needed for organisations, leaders, and people to navigate and manage change to remain competitive and successful.

You will also have the chance to enjoy the emotional connection with the 2022 EFQM Global Award Winners as they celebrate their achievements at the Celebration Dinner on Thursday evening.
Programme

Wednesday 26 October

19.00-21.00 - Welcome Cocktail (Venue to be confirmed)

Thursday 27 October

8.00 - ARRIVAL & REGISTRATIONS

9.30 - OPENING

9.45 - EFQM, IT'S JUST HOW WE DO IT
   John Irwin, Managing Director, Denroy

10.25 - Break

10.45 - THE EFQM JOURNEY @SIGNIFY
   Thomas Lazer, Head of Business Excellence & Quality, Signify

11.30 - HOW KITCHEN SECRETS TRANSFER TO CHANGE & TRANSFORMATION IN ORGANISATIONS
   Frédéric Bau, French Pastry Chef

12.30 - Lunch

14.00 - PANEL DISCUSSION - FOCUS ON FRANCE

15.15 - Break

15.30 - EFQMx
   Three 20-mins talks by 3 organisations to share their best insight

16.30 - FUTURE FOCUS WITH EFQM
   Russell Longmuir, CEO, EFQM

17.00 - Closing day 1
Thursday 27 October

18.30 - Shuttles from the hotels to La Sucrière

19.00 - Welcome drinks

19.30 - GALA DINNER & EFQM AWARDS CEREMONIES

23.30 - Shuttles to the hotels

24.00 - Closing

Friday 28 October

9.00 - OPENING & WRAP UP

9.15 - RETENTION & ENGAGEMENT
   Bruno Chaintron, Managing Director
   HR & Organisation Transformation, Grant Alexander

10.00 - RESILIENCE, THE FORGOTTEN FACE OF PERFORMANCE
   Jean-Marie Cardebat, Professor of Economics, University of Bordeaux

10.45 - Break

11.00 - PANEL DISCUSSION - EFQM GLOBAL AWARD WINNERS

12.30 - Closing

12.45 - Lunch

14.00 - Shuttles to airport
EFQM, It’s Just How We Do It.
The presentation will explain Denroy’s EFQM journey, how we introduced it and made it the model for our everyday running of the business.

John Irwin joined Denroy in 2014 having worked in plastics manufacturing since 1996. During his career, John has supplied products globally to companies in the automotive, aerospace, defence, medical and construction sectors. Since joining Denroy John has led the Company through a period of significant growth, making the transition beyond SME status, increasing turnover from c£8m to c£25m and employee numbers reaching c400. John represents Denroy in the wider UK business community supporting a number of industry groups. John has a BA in Business Administration from Queen’s University Belfast and an MSc in Executive Leadership from Ulster University.

The EFQM Journey @Signify
How Signify deployed and implemented the EFQM Model on a data driven way to excellence.

Thomas Lazer is currently the Head of Business Excellence and Quality at Signify N.V. which is the world leader in lighting for professionals and consumers and lighting for the Internet of Things.

He is a well-experienced and global acting Quality and Turn-around Manager and supports start-ups as a Business Angel with 25 years of automotive background.

Thomas Lazer
Head of Business Excellence & Quality - Signify N.V.

Valrhona’s Experimental Pastry Chef Frédéric Bau
is a talented French pastry chef who cut his teeth alongside some of biggest names in the industry. Born in 1965 in the Lorraine region, Frédéric Bau first discovered pastry-making at home, then began an apprenticeship with Pierre Koenig in Metz. At 17, he was a finalist in the Meilleur Apprenti de France (Best French Apprentice) competition and the following year, his dream of working with Claude Bourguignon came true. The famous pastry chef from Metz became his mentor, and introduced him to Pierre Hermé two years later. Frédéric Bau joined the master of modern pastry-making in Paris. Following Pierre Hermé’s recommendation, he joined Valrhona in 1988 and refined his knowledge of chocolate.

In 1989, Frédéric Bau founded the Valrhona École du Grand Chocolat and directed it for 20 years, making it a reference point for technical chocolate-making expertise. To this day, the biggest names in international pastry-making still share their ideas and techniques at this innovative academy, which has become a benchmark for food professionals everywhere.

A pioneer of menus based entirely on chocolate, he is one of the rare chefs to master the perfect balance of using chocolate in both savory and sweet dishes. In 2012, he inadvertently invented the first Blond chocolate, named Dulcey 32%. In 2017, he created and set up his first art exhibition made of chocolate, named “De mains de Maître”, which tours Europe and Dubai.
Resilience: the forgotten face of performance?

Inflation suddenly reminds us. Beyond that, the macroeconomic shock of the various crises – health, geopolitics, climate – has been largely underestimated by economists and businesses alike. These forecasting errors reveal blindness to the current change in the economic model. The repercussions for organisations are profound: resilience to this repeated shock becomes a managerial objective and imposes radical changes in terms of vision, indicators and management practices.

Jean-Marie Cardebat is Professor of Economics at the University of Bordeaux where he heads the ECoR Research Department (Evaluation, Behaviour and Organisation) and Affiliate Professor at INSEEC Grande Ecole. Specialised in international economics and sustainable development, he is also a recognised expert in the field of wine. Jean-Marie Cardebat has written many articles and books on these different themes. He also works regularly with companies to support them in their strategic thinking and social responsibility policies. Finally, he leads a research contract on the "resilience of territories" bringing together several French universities and companies.

Retention & Engagement

How to reduce costs and control the risks of turnover and disengagement? Trust issues, quiet quitting... traditional methods are not enough. A radical change of perspective is needed. The speaker will present innovative digital tools and collaborative methods to co-construct actions around the Culture and Innovation dimensions of the EFQM Model.

Bruno Chaintron heads the Organisation and HR Transformation practice at Grant Alexander Human Resources Consulting. He teaches transformation support at the Ecole Polytechnique. After having been a strategy consultant at Bain & Co, Director of Executive Development and Managing Director, he founded Role Crafting in 2010 to unleash the capacity for innovation and the ability of employees to act.

Bruno Chaintron
Managing Director HR & Organisation Transformation
Grant Alexander

Jean-Marie Cardebat
Professor of Economics
University of Bordeaux
Venues

Both Forum venues have stories to share...

THE INTERCONTINENTAL HÔTEL DIEU

Formerly home to a hospice, hospital and maternity ward, the Grand Hôtel-Dieu has always been a place for birth and life, looking towards the future with its new medical techniques. Today, this building has been reinvented for new urban and contemporary uses: living, walking, eating, leisure, working, travelling, meeting others, relaxing, learning and discovering.

LA SUCRIÈRE

An emblematic venue in the heart of Lyon's Docklands and Confluence district, La Sucrière is an industrial building dating back to the 30s and was originally used for a factory warehouse in which sugar was stored.
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