



ERRATUM:

In the brochure *EFQM Excellence Model 2010*:

- Page 1, it should be: “Adding value for customers” instead of “Creating value for customers”.
- Page 3, figure of the model, it should be: Partnerships & Resources
- Page 5, the title of the Fundamental Concept should be: “Adding value for customers”.
- Page 9, §1, it should be: The ‘Enabler’ criteria cover what an organization does and how it does it. The ‘Results’ criteria cover what an organization achieves.
- Page 9, §2, it should be: The arrows..., showing learning, creativity and innovation helping...
- Page 21, it should be: “Adding value for customers” instead of “Creating value for customers”.
- Page 21, it should be: Leading with Vision, Inspiration & Integrity
- Page 24, it should be: TOTAL for Assessment and Refinement

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