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EXCELTOUR
Business Excellence in Tourism



EXCELTOUR: BUSINESS EXCELLENCE IN TOURISM

Press Release

June 30, 2022

EXCELTOUR project results presentation conference

Within the framework of EXCELTOUR project the Armenian NGO Development Principles organized an offline conference to present results of the project. It was held on June 30 in the premises of Ani Plaza hotel in the center of Yerevan, Armenia.

The conference started with opening remarks by the Ambassador of Romania in Armenia Mr. Cornel Ionescu. He highlighted the importance of the initiative of Romanian government to support regional cooperation program in the Black Sea Region, with particular focus on jointly promoting business and entrepreneurship in the tourism sector and enhancing its competitiveness.

Anahit Ghazanchyan, President & CEO of Development Principles NGO made a presentation on the project results in Armenia. In particular, in 2020 the project trained and certified five EFQM facilitators, who successfully gained experience with preparing eleven business companies to apply for EFQM validation. In 2022 additional thirteen EFQM facilitators were trained and are now ready for entering the process of Validated by EFQM challenge. As a major result of the project eleven tourism-related business companies received certification “Validated by EFQM”. In June the Armenian partner organized Virtual Study Tour to Armenia for Greek and Romanian partners, as planned. Development Principles NGO also created a website for regional cooperation project, which has been successfully operating since January 2021 (<https://exceltour.org/>).

Dr. Ghazanchyan also shared the future plans to make EFQM a recognizable and desirable brand name in Armenia and related activities.

Dr. Ioannis Berdsatos, CEO of INBIAN, made a speech on behalf of the Board of Directors, in which he thanks his colleagues - INBIAN/EFQM Assessors who remain committed to the effective promotion of EFQM model. INBIAN is an Institute for Sustainability and Growth that provides services worldwide for recognition of EFQM model.

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This is a new organization, that due to EXCELTOUR project had spread journey towards EFQM model across Armenia, Ukraine, Greece and Romania to support business companies to achieve better results, sustainability and growth.

Mr. George Stampoulis emphasized that the EFQM validation is the reward of achieving results. He said that he was impressed by the effective and professionalism of the Armenian partner, facilitators and business companies. Mr. Stampoulis expressed his gratitude to the wonderful capital of human resources that was created in the project by Armenian partner. Eleven companies who are validated by EFQM became recognized as outstanding organizations who apply EFQM model and now represent a critical mass of the business companies in Armenia. Mr. Stampoulis recommended to multiply the results of the project and never stop in this journey for business excellence.

Online participants were also representatives of Romania, Greek and Ukrainian partners. The event was concluded by the ceremony of handing over certificates and EFQM trophy awards to eleven business companies in Armenia.

Validated by EFQM companies:

1. Hyur Service LLC 2. Armenian Villas 3. Dargett LLC 4. Republica LLC 5. Food Republic LLC 6. Tufenkian Heritage Hotels 7. ACTI Group 8. Park Resort Aghveran 9. Berlin ART Hotel 10. Yell Extreme Park 11. Tsakhkunq Guest House - Tsakhkunq Chef House

Photo of the Award Ceremony

Through the EXCELLTOUR project, the 6 partners from 5 countries aim at improving the quality of management and increasing the competitiveness of the business companies by introducing and applying the concept of Business Excellence in tourism SME's using the internationally recognized Excellence Model of the European Foundation for Quality Management (EFQM) targeting mainly to ensure sustainability of tourism.

For more details please browse project website <https://exceltour.org/about-project/>

EXCELTOUR project is co-financed by EU through ENI CBC Joint Operational Programme BLACK SEA BASIN 2014-2020. Joint Managing Authority is Ministry of Development, Public Works and Administration of Romania. Total project budget is 964,047 Euros. Armenian partner Development Principles NGO has been awarded with 137,546.44 Euros. Each partner is committed to contribute co-financing at 8% of partner budget.

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