

## A Systematic Literature Review of the EFQM Excellence Model from 1991 to 2019

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### Abstract

A systematic literature review (SLR) from 1991 to 2019 is carried out about EFQM (European Foundation for Quality Management) excellence model in this paper. The aim of the paper is to present state of the art in quantitative research on the EFQM excellence model that will guide future research lines in this field. The articles were searched with the help of six strings and these six strings were executed in three popular databases i.e. Scopus, Web of Science, and Science Direct. Around 584 peer-reviewed articles examined, which are directly linked with the subject of quantitative research on the EFQM excellence model. About 108 papers were chosen finally, then the purpose, data collection, conclusion, contributions, and type of quantitative of the selected papers are discussed and analysed briefly in this study. Thus, this study identifies the focus areas of the researchers and knowledge gaps in empirical quantitative literature on the EFQM excellence model. This article also presents the lines of future research.

**Keywords:** EFQM; Excellence; Quality management; Quantitative research; Systematic literature review