

EXCELTOUR

*Guiding tourism
towards excellence in
the Black Sea Basin*



PROJECT TITLE

EXCELTOUR – Business excellence in tourism

IMPLEMENTATION PERIOD

03.07.2020 – 02.07.2022

ORGANISATIONS INVOLVED

Technical Chamber of Greece – Eastern Macedonia Branch (GR); Development Principles NGO (AM); Municipality of Xanthi (GR); Global Project Association (RO); State organization “Regional Fund for Entrepreneurship Support in Zaporizhia region” (UA); Düzce Governorship (TR)

PROGRAMME

Black Sea Basin
ENI CBC 2014-2020

TOTAL BUDGET

964.047,00 €



The natural beauty of landscapes, of monuments, or the presence of other places of interest is often not enough for a tourist destination to be competitive. The capacity to provide high quality services and to ensure sustainability to the tourism industry, becomes an important feature for an attractive tourist product. EXCELTOUR introduces the concept of Business Excellence in tourism SMEs, using the internationally recognized Excellence Model of the European Foundation for Quality Management (EFQM) – a globally recognised management framework supporting organisations in “managing change” and “improving performance”. The project has created a group of skilled facilitators to support SMEs in applying the EFQM Model, assessing and preparing them for certification as “Committed to Excellence”.



ENTREPRENEURSHIP



ECONOMIC DEVELOPMENT



Project co-funded by
the European Union