

QUALITY & OPERATIONAL EXCELLENCE | COURSE BROCHURE

Cost of Quality and the Cost of Poor Quality

5 days | Classroom training | English

SMART HORIZON

info@smarthorizon.uk
2 Kingdom Street, Paddington
London W2 6BD, United Kingdom

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https://smarthorizon.uk



Course content

Why attend

Quality-related costs are often hidden in rework, scrap, complaints and lost customers. This course explains cost of quality models, identifying and measuring prevention, appraisal and failure costs, building a cost of quality report and using the results to prioritise improvement.

Making quality costs visible helps secure management attention and investment. This course gives you the tools to quantify and reduce the cost of poor quality.

Professional Problems This Course Is Designed to Solve

• Difficulty translating subject knowledge into practical workplace decisions.
• Inconsistent approaches to the activities covered in the course outline.
• Lack of a structured plan for applying and reviewing new skills.

Course methodology

The course uses data exercises, case studies and improvement prioritisation workshops.

Course objectives

By the end of this course, participants will be able to:
• Explain cost of quality models
• Identify prevention, appraisal and failure costs
• Collect and estimate quality cost data
• Build cost of quality reports
• Prioritise improvements using cost data
• Track savings from quality improvement

Target audience

This course is suitable for:
• Quality managers
• Finance and controlling professionals
• Operations managers
• Continuous improvement professionals
• Senior managers



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Target competencies

Participants will develop competencies in:

- Cost of quality analysis
- Data collection
- Quality reporting
- Improvement prioritisation
- Savings tracking
- Business case development

Course outline

Day 1: Cost of Quality Concepts

09:00–09:54	Why measure quality costs
09:54–10:48	PAF model
10:48–11:00	Hidden costs
11:00–11:30	**Coffee break**
11:30–12:12	Hidden costs (continued)
12:12–13:06	Cost of poor quality
13:06–14:00	Exercise: Identifying quality costs

Day 2: Data Collection

09:00–09:54	Data sources
09:54–10:48	Estimation methods
10:48–11:00	Working with finance
11:00–11:30	**Coffee break**
11:30–12:12	Working with finance (continued)
12:12–13:06	Data quality
13:06–14:00	Workshop: Data collection plan



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Day 3: Reporting

09:00–09:54	Cost of quality reports
09:54–10:48	Trends and ratios
10:48–11:00	Presenting to management
11:00–11:30	**Coffee break**
11:30–12:12	Presenting to management (continued)
12:12–13:06	Benchmarks
13:06–14:00	Lab: Building a report

Day 4: Driving Improvement

09:00–09:54	Pareto analysis
09:54–10:48	Prioritisation
10:48–11:00	Business cases
11:00–11:30	**Coffee break**
11:30–12:12	Business cases (continued)
12:12–13:06	Prevention investment
13:06–14:00	Case study: Reducing failure costs

Day 5: Sustaining

09:00–09:54	Tracking savings
09:54–10:48	Integration with KPIs
10:48–11:00	Governance
11:00–11:30	**Coffee break**
11:30–12:12	Governance (continued)
12:12–13:06	Culture
13:06–14:00	Capstone: Cost of quality programme

The timings provided are estimates and may vary depending on the number of participants and the discussions taking place during the



Course content

sessions. They are indicative only and do not constitute a binding commitment.

Dates, venues and fees

Current published course plans. Fees are per participant in GBP, excluding unconfirmed taxes.

Venue	Start date	End date	Fee (GBP)
Kuala Lumpur Confirmed dates	16 Nov 2026	20 Nov 2026	**£1,450.–**
Online Confirmed dates	16 Nov 2026	20 Nov 2026	**£1,250.–**
Cape Town Confirmed dates	23 Nov 2026	27 Nov 2026	**£1,890.–**
Online Confirmed dates	23 Nov 2026	27 Nov 2026	**£1,250.–**
Paris Confirmed dates	7 Dec 2026	11 Dec 2026	**£2,860.–**
Online Confirmed dates	7 Dec 2026	11 Dec 2026	**£1,250.–**
Istanbul Confirmed dates	14 Dec 2026	18 Dec 2026	**£2,650.–**
Online Confirmed dates	14 Dec 2026	18 Dec 2026	**£1,250.–**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Amsterdam Confirmed dates	4 Jan 2027	8 Jan 2027	**£2,540.-**
Online Confirmed dates	4 Jan 2027	8 Jan 2027	**£1,250.-**
Singapore Confirmed dates	18 Jan 2027	22 Jan 2027	**£2,820.-**
Online Confirmed dates	18 Jan 2027	22 Jan 2027	**£1,250.-**
London Confirmed dates	1 Feb 2027	5 Feb 2027	**£2,450.-**
Online Confirmed dates	1 Feb 2027	5 Feb 2027	**£1,250.-**
Dubai Confirmed dates	15 Feb 2027	19 Feb 2027	**£3,150.-**
Online Confirmed dates	15 Feb 2027	19 Feb 2027	**£1,250.-**
Barcelona Confirmed dates	22 Feb 2027	26 Feb 2027	**£2,840.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Online Confirmed dates	22 Feb 2027	26 Feb 2027	**£1,250.–**
Frankfurt Confirmed dates	1 Mar 2027	5 Mar 2027	**£2,650.–**
Online Confirmed dates	1 Mar 2027	5 Mar 2027	**£1,250.–**
Kuala Lumpur Confirmed dates	15 Mar 2027	19 Mar 2027	**£1,450.–**
Online Confirmed dates	15 Mar 2027	19 Mar 2027	**£1,250.–**
Paris Confirmed dates	5 Apr 2027	9 Apr 2027	**£2,860.–**
Online Confirmed dates	5 Apr 2027	9 Apr 2027	**£1,250.–**
Istanbul Confirmed dates	19 Apr 2027	23 Apr 2027	**£2,650.–**
Online Confirmed dates	19 Apr 2027	23 Apr 2027	**£1,250.–**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Vienna Confirmed dates	26 Apr 2027	30 Apr 2027	**£2,940.-**
Online Confirmed dates	26 Apr 2027	30 Apr 2027	**£1,250.-**
Amsterdam Confirmed dates	3 May 2027	7 May 2027	**£2,540.-**
Online Confirmed dates	3 May 2027	7 May 2027	**£1,250.-**
Singapore Confirmed dates	17 May 2027	21 May 2027	**£2,820.-**
Online Confirmed dates	17 May 2027	21 May 2027	**£1,250.-**
London Confirmed dates	7 Jun 2027	11 Jun 2027	**£2,450.-**
Online Confirmed dates	7 Jun 2027	11 Jun 2027	**£1,250.-**
Dubai Confirmed dates	21 Jun 2027	25 Jun 2027	**£3,150.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Online Confirmed dates	21 Jun 2027	25 Jun 2027	**£1,250.-**
Cape Town Confirmed dates	28 Jun 2027	2 Jul 2027	**£1,890.-**
Online Confirmed dates	28 Jun 2027	2 Jul 2027	**£1,250.-**
Frankfurt Confirmed dates	5 Jul 2027	9 Jul 2027	**£2,650.-**
Online Confirmed dates	5 Jul 2027	9 Jul 2027	**£1,250.-**
Kuala Lumpur Confirmed dates	19 Jul 2027	23 Jul 2027	**£1,450.-**
Online Confirmed dates	19 Jul 2027	23 Jul 2027	**£1,250.-**
Paris Confirmed dates	2 Aug 2027	6 Aug 2027	**£2,860.-**
Online Confirmed dates	2 Aug 2027	6 Aug 2027	**£1,250.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Istanbul Confirmed dates	16 Aug 2027	20 Aug 2027	**£2,650.-**
Online Confirmed dates	16 Aug 2027	20 Aug 2027	**£1,250.-**
Rome Confirmed dates	30 Aug 2027	3 Sept 2027	**£2,450.-**
Online Confirmed dates	30 Aug 2027	3 Sept 2027	**£1,250.-**
Amsterdam Confirmed dates	6 Sept 2027	10 Sept 2027	**£2,540.-**
Online Confirmed dates	6 Sept 2027	10 Sept 2027	**£1,250.-**
Singapore Confirmed dates	20 Sept 2027	24 Sept 2027	**£2,820.-**
Online Confirmed dates	20 Sept 2027	24 Sept 2027	**£1,250.-**
London Confirmed dates	4 Oct 2027	8 Oct 2027	**£2,450.-**



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Dates, venues and fees (continued)

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Online Confirmed dates	4 Oct 2027	8 Oct 2027	**£1,250.–**
Dubai Confirmed dates	18 Oct 2027	22 Oct 2027	**£3,150.–**
Online Confirmed dates	18 Oct 2027	22 Oct 2027	**£1,250.–**
Rome Confirmed dates	25 Oct 2027	29 Oct 2027	**£2,450.–**
Online Confirmed dates	25 Oct 2027	29 Oct 2027	**£1,250.–**
Frankfurt Confirmed dates	1 Nov 2027	5 Nov 2027	**£2,650.–**
Online Confirmed dates	1 Nov 2027	5 Nov 2027	**£1,250.–**
Kuala Lumpur Confirmed dates	15 Nov 2027	19 Nov 2027	**£1,450.–**
Online Confirmed dates	15 Nov 2027	19 Nov 2027	**£1,250.–**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Paris Confirmed dates	6 Dec 2027	10 Dec 2027	**£2,860.-**
Online Confirmed dates	6 Dec 2027	10 Dec 2027	**£1,250.-**
Istanbul Confirmed dates	13 Dec 2027	17 Dec 2027	**£2,650.-**
Online Confirmed dates	13 Dec 2027	17 Dec 2027	**£1,250.-**

Plan your next step

Dates, availability, exact venue, taxes, inclusions and payment terms require written confirmation. This brochure is not a quotation, registration, booking confirmation or visa invitation. Participants receive a Smart Horizon UK certificate of attendance; programmes are not externally accredited and do not award a professional qualification or designation. Confirm arrangements before booking travel.

For group or in-house training, contact our learning team to discuss your objectives and delivery arrangements.

Contact Smart Horizon

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