

PROJECT MANAGEMENT | COURSE BROCHURE

Project Quality Management

5 days | Classroom training | English

SMART HORIZON

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London W2 6BD, United Kingdom

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https://smarthorizon.uk



Course content

Why attend

Quality determines whether project deliverables meet requirements and deliver value. This course explains how to plan, assure and control quality in projects, including quality requirements, acceptance criteria, quality planning, reviews and inspections, testing, quality tools and continuous improvement. Participants build a project quality plan.

Quality problems discovered late are expensive to fix. This course helps you build quality into projects from the start and ensure stakeholder acceptance.

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 quality planning workshops, case studies, quality tool exercises and review simulations.

Course objectives

By the end of this course, participants will be able to:
• Explain quality concepts in a project context
• Define quality requirements and acceptance criteria
• Develop a project quality management plan
• Perform quality assurance reviews and audits
• Apply quality control tools and techniques
• Manage non-conformances and continuous improvement

Target audience

This course is suitable for:
• Project managers
• Quality managers and engineers
• Project team leads
• PMO staff
• Construction and engineering professionals



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Target competencies

Participants will develop competencies in:

- Quality planning
- Acceptance criteria
- Quality assurance
- Quality control tools
- Non-conformance management
- Continuous improvement

Course outline

Day 1: Quality in Projects

09:00–09:54	Quality concepts and cost of quality
09:54–10:48	Quality versus grade
10:48–11:00	Stakeholder expectations
11:00–11:30	**Coffee break**
11:30–12:12	Stakeholder expectations (continued)
12:12–13:06	Quality standards
13:06–14:00	Exercise: Quality failures analysis

Day 2: Quality Planning

09:00–09:54	Quality requirements
09:54–10:48	Acceptance criteria
10:48–11:00	Quality management plan
11:00–11:30	**Coffee break**
11:30–12:12	Quality management plan (continued)
12:12–13:06	Quality metrics
13:06–14:00	Workshop: Quality plan



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Day 3: Quality Assurance

09:00–09:54	Process reviews and audits
09:54–10:48	Peer reviews
10:48–11:00	Supplier quality
11:00–11:30	**Coffee break**
11:30–12:12	Supplier quality (continued)
12:12–13:06	Quality reporting
13:06–14:00	Exercise: Planning a quality audit

Day 4: Quality Control

09:00–09:54	Inspection and testing
09:54–10:48	Quality tools
10:48–11:00	Statistical basics
11:00–11:30	**Coffee break**
11:30–12:12	Statistical basics (continued)
12:12–13:06	Defect tracking
13:06–14:00	Case study: Resolving a quality issue

Day 5: Improvement and Acceptance

09:00–09:54	Non-conformance and corrective action
09:54–10:48	Lessons learned
10:48–11:00	Customer acceptance
11:00–11:30	**Coffee break**
11:30–12:12	Customer acceptance (continued)
12:12–13:06	Continuous improvement
13:06–14:00	Capstone: Project quality management plan

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



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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)
Rome Confirmed dates	9 Nov 2026	13 Nov 2026	**£2,450.–**
Online Confirmed dates	9 Nov 2026	13 Nov 2026	**£1,250.–**
Singapore Confirmed dates	16 Nov 2026	20 Nov 2026	**£2,820.–**
Online Confirmed dates	16 Nov 2026	20 Nov 2026	**£1,250.–**
London Confirmed dates	7 Dec 2026	11 Dec 2026	**£2,450.–**
Online Confirmed dates	7 Dec 2026	11 Dec 2026	**£1,250.–**
Dubai Confirmed dates	14 Dec 2026	18 Dec 2026	**£3,150.–**
Online Confirmed dates	14 Dec 2026	18 Dec 2026	**£1,250.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Frankfurt Confirmed dates	4 Jan 2027	8 Jan 2027	**£2,650.-**
Online Confirmed dates	4 Jan 2027	8 Jan 2027	**£1,250.-**
Kuala Lumpur Confirmed dates	18 Jan 2027	22 Jan 2027	**£1,450.-**
Online Confirmed dates	18 Jan 2027	22 Jan 2027	**£1,250.-**
Paris Confirmed dates	1 Feb 2027	5 Feb 2027	**£2,860.-**
Online Confirmed dates	1 Feb 2027	5 Feb 2027	**£1,250.-**
Barcelona Confirmed dates	8 Feb 2027	12 Feb 2027	**£2,840.-**
Online Confirmed dates	8 Feb 2027	12 Feb 2027	**£1,250.-**
Istanbul Confirmed dates	15 Feb 2027	19 Feb 2027	**£2,650.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Online Confirmed dates	15 Feb 2027	19 Feb 2027	**£1,250.-**
Amsterdam Confirmed dates	1 Mar 2027	5 Mar 2027	**£2,540.-**
Online Confirmed dates	1 Mar 2027	5 Mar 2027	**£1,250.-**
Singapore Confirmed dates	15 Mar 2027	19 Mar 2027	**£2,820.-**
Online Confirmed dates	15 Mar 2027	19 Mar 2027	**£1,250.-**
Rome Confirmed dates	29 Mar 2027	2 Apr 2027	**£2,450.-**
Online Confirmed dates	29 Mar 2027	2 Apr 2027	**£1,250.-**
London Confirmed dates	5 Apr 2027	9 Apr 2027	**£2,450.-**
Online Confirmed dates	5 Apr 2027	9 Apr 2027	**£1,250.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Dubai Confirmed dates	19 Apr 2027	23 Apr 2027	**£3,150.–**
Online Confirmed dates	19 Apr 2027	23 Apr 2027	**£1,250.–**
Frankfurt Confirmed dates	3 May 2027	7 May 2027	**£2,650.–**
Online Confirmed dates	3 May 2027	7 May 2027	**£1,250.–**
Kuala Lumpur Confirmed dates	17 May 2027	21 May 2027	**£1,450.–**
Online Confirmed dates	17 May 2027	21 May 2027	**£1,250.–**
Cape Town Confirmed dates	31 May 2027	4 Jun 2027	**£1,890.–**
Online Confirmed dates	31 May 2027	4 Jun 2027	**£1,250.–**
Paris Confirmed dates	7 Jun 2027	11 Jun 2027	**£2,860.–**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Online Confirmed dates	7 Jun 2027	11 Jun 2027	**£1,250.-**
Istanbul Confirmed dates	21 Jun 2027	25 Jun 2027	**£2,650.-**
Online Confirmed dates	21 Jun 2027	25 Jun 2027	**£1,250.-**
Amsterdam Confirmed dates	5 Jul 2027	9 Jul 2027	**£2,540.-**
Online Confirmed dates	5 Jul 2027	9 Jul 2027	**£1,250.-**
Singapore Confirmed dates	19 Jul 2027	23 Jul 2027	**£2,820.-**
Online Confirmed dates	19 Jul 2027	23 Jul 2027	**£1,250.-**
London Confirmed dates	2 Aug 2027	6 Aug 2027	**£2,450.-**
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)
Cape Town Confirmed dates	9 Aug 2027	13 Aug 2027	**£1,890.-**
Online Confirmed dates	9 Aug 2027	13 Aug 2027	**£1,250.-**
Dubai Confirmed dates	16 Aug 2027	20 Aug 2027	**£3,150.-**
Online Confirmed dates	16 Aug 2027	20 Aug 2027	**£1,250.-**
Frankfurt Confirmed dates	6 Sept 2027	10 Sept 2027	**£2,650.-**
Online Confirmed dates	6 Sept 2027	10 Sept 2027	**£1,250.-**
Kuala Lumpur Confirmed dates	20 Sept 2027	24 Sept 2027	**£1,450.-**
Online Confirmed dates	20 Sept 2027	24 Sept 2027	**£1,250.-**
Paris Confirmed dates	4 Oct 2027	8 Oct 2027	**£2,860.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Online Confirmed dates	4 Oct 2027	8 Oct 2027	**£1,250.–**
Vienna Confirmed dates	11 Oct 2027	15 Oct 2027	**£2,940.–**
Online Confirmed dates	11 Oct 2027	15 Oct 2027	**£1,250.–**
Istanbul Confirmed dates	18 Oct 2027	22 Oct 2027	**£2,650.–**
Online Confirmed dates	18 Oct 2027	22 Oct 2027	**£1,250.–**
Amsterdam Confirmed dates	1 Nov 2027	5 Nov 2027	**£2,540.–**
Online Confirmed dates	1 Nov 2027	5 Nov 2027	**£1,250.–**
Singapore Confirmed dates	15 Nov 2027	19 Nov 2027	**£2,820.–**
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)
London Confirmed dates	6 Dec 2027	10 Dec 2027	**£2,450.-**
Online Confirmed dates	6 Dec 2027	10 Dec 2027	**£1,250.-**
Dubai Confirmed dates	13 Dec 2027	17 Dec 2027	**£3,150.-**
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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View the latest course details online