

QUALITY & OPERATIONAL EXCELLENCE | COURSE BROCHURE

Rework and Defect Reduction Strategies

5 days | Classroom training | English

SMART HORIZON

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Course content

Why attend

Rework and defects consume capacity, raise costs and frustrate customers. This course provides practical strategies to reduce defects: measuring the cost of rework, defect data collection, prioritisation, root cause analysis, error-proofing, process controls, supplier quality and sustaining improvement.

Every defect prevented saves cost and time. You will learn systematic ways to cut rework.

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

Defect data exercises, root cause workshops, error-proofing design and case studies.

Course objectives

By the end of this course, participants will be able to:

- Quantify the cost of rework and defects
- Collect and categorise defect data
- Prioritise defect reduction efforts
- Identify root causes of defects
- Apply error-proofing and process controls
- Sustain lower defect rates

Target audience

This course is suitable for:

- Quality engineers and managers
- Production supervisors
- Process engineers
- Service managers
- Continuous improvement staff



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Target competencies

Participants will develop competencies in:

- Cost analysis
- Defect data management
- Root cause analysis
- Error-proofing
- Process control

Course outline

Day 1: Cost of Defects

09:00–10:08	Rework costs
10:08–11:00	Hidden factory
11:00–11:30	**Coffee break**
11:30–11:45	Hidden factory (continued)
11:45–12:53	Measurement
12:53–14:00	Exercise

Day 2: Defect Data

09:00–10:08	Defect categories
10:08–11:00	Data collection
11:00–11:30	**Coffee break**
11:30–11:45	Data collection (continued)
11:45–12:53	Pareto
12:53–14:00	Workshop

Day 3: Root Causes

09:00–10:08	Analysis tools
10:08–11:00	Process and design causes
11:00–11:30	**Coffee break**



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11:30–11:45	Process and design causes (continued)
11:45–12:53	Verification
12:53–14:00	Exercise

Day 4: Prevention

09:00–10:08	Error-proofing
10:08–11:00	Process controls
11:00–11:30	**Coffee break**
11:30–11:45	Process controls (continued)
11:45–12:53	Supplier quality
12:53–14:00	Case study

Day 5: Sustaining

09:00–10:08	Monitoring
10:08–11:00	Standard work
11:00–11:30	**Coffee break**
11:30–11:45	Standard work (continued)
11:45–12:53	Recognition
12:53–14:00	Action plan

The timings provided are estimates and may vary depending on the number of participants and the discussions taking place during the sessions. They are indicative only and do not constitute a binding commitment.



Course content

Dates, venues and fees

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

Venue	Start date	End date	Fee (GBP)
Vienna Confirmed dates	16 Nov 2026	20 Nov 2026	**£2,940.–**
Online Confirmed dates	16 Nov 2026	20 Nov 2026	**£1,250.–**
Rome Confirmed dates	7 Dec 2026	11 Dec 2026	**£2,450.–**
Online Confirmed dates	7 Dec 2026	11 Dec 2026	**£1,250.–**
London Confirmed dates	11 Jan 2027	15 Jan 2027	**£2,450.–**
Online Confirmed dates	11 Jan 2027	15 Jan 2027	**£1,250.–**
Dubai Confirmed dates	25 Jan 2027	29 Jan 2027	**£3,150.–**
Online Confirmed dates	25 Jan 2027	29 Jan 2027	**£1,250.–**
London Confirmed dates	15 Feb 2027	19 Feb 2027	**£2,450.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Online Confirmed dates	15 Feb 2027	19 Feb 2027	**£1,250.–**
Cape Town Confirmed dates	8 Mar 2027	12 Mar 2027	**£1,890.–**
Online Confirmed dates	8 Mar 2027	12 Mar 2027	**£1,250.–**
Vienna Confirmed dates	29 Mar 2027	2 Apr 2027	**£2,940.–**
Online Confirmed dates	29 Mar 2027	2 Apr 2027	**£1,250.–**
Rome Confirmed dates	19 Apr 2027	23 Apr 2027	**£2,450.–**
Online Confirmed dates	19 Apr 2027	23 Apr 2027	**£1,250.–**
Barcelona Confirmed dates	3 May 2027	7 May 2027	**£2,840.–**
Online Confirmed dates	3 May 2027	7 May 2027	**£1,250.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Paris Confirmed dates	24 May 2027	28 May 2027	**£2,860.–**
Online Confirmed dates	24 May 2027	28 May 2027	**£1,250.–**
Cape Town Confirmed dates	14 Jun 2027	18 Jun 2027	**£1,890.–**
Online Confirmed dates	14 Jun 2027	18 Jun 2027	**£1,250.–**
Kuala Lumpur Confirmed dates	5 Jul 2027	9 Jul 2027	**£1,450.–**
Online Confirmed dates	5 Jul 2027	9 Jul 2027	**£1,250.–**
Rome Confirmed dates	26 Jul 2027	30 Jul 2027	**£2,450.–**
Online Confirmed dates	26 Jul 2027	30 Jul 2027	**£1,250.–**
Frankfurt Confirmed dates	9 Aug 2027	13 Aug 2027	**£2,650.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Online Confirmed dates	9 Aug 2027	13 Aug 2027	**£1,250.-**
Barcelona Confirmed dates	30 Aug 2027	3 Sept 2027	**£2,840.-**
Online Confirmed dates	30 Aug 2027	3 Sept 2027	**£1,250.-**
Dubai Confirmed dates	20 Sept 2027	24 Sept 2027	**£3,150.-**
Online Confirmed dates	20 Sept 2027	24 Sept 2027	**£1,250.-**
Istanbul Confirmed dates	11 Oct 2027	15 Oct 2027	**£2,650.-**
Online Confirmed dates	11 Oct 2027	15 Oct 2027	**£1,250.-**
Cape Town Confirmed dates	1 Nov 2027	5 Nov 2027	**£1,890.-**
Online Confirmed dates	1 Nov 2027	5 Nov 2027	**£1,250.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (GBP)
Dubai Confirmed dates	15 Nov 2027	19 Nov 2027	**£3,150.-**
Online Confirmed dates	15 Nov 2027	19 Nov 2027	**£1,250.-**
Amsterdam Confirmed dates	6 Dec 2027	10 Dec 2027	**£2,540.-**
Online Confirmed dates	6 Dec 2027	10 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