

QUALITY & OPERATIONAL EXCELLENCE | COURSE BROCHURE

Data-Driven Decision Making for Quality

5 days | Classroom training | English

SMART HORIZON

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Course content

Why attend

Quality decisions should be based on reliable data rather than opinion. This course covers collecting the right quality data, data quality, descriptive statistics, visualising quality data, using dashboards, root cause analysis with data and building a data-driven quality culture.

Quality teams often have lots of data but little insight. You will learn to turn quality data into better decisions.

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

Data analysis exercises, visualisation practice, case studies and dashboard design.

Course objectives

By the end of this course, participants will be able to:
• Define quality data needs
• Ensure data accuracy and integrity
• Apply descriptive statistics
• Visualise quality data effectively
• Use data in root cause analysis
• Build data-driven quality routines

Target audience

This course is suitable for:
• Quality managers and engineers
• Process improvement staff
• Laboratory managers
• Operations managers
• Quality analysts



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Target competencies

Participants will develop competencies in:

- Data collection
- Data quality
- Statistics
- Visualisation
- Decision making

Course outline

Day 1: Data and Quality

09:00–10:08	Why data matters
10:08–11:00	Data sources
11:00–11:30	**Coffee break**
11:30–11:45	Data sources (continued)
11:45–12:53	Common errors
12:53–14:00	Exercise

Day 2: Data Quality

09:00–10:08	Accuracy and completeness
10:08–11:00	Data integrity
11:00–11:30	**Coffee break**
11:30–11:45	Data integrity (continued)
11:45–12:53	Measurement
12:53–14:00	Workshop

Day 3: Analysis

09:00–10:08	Descriptive statistics
10:08–11:00	Distributions
11:00–11:30	**Coffee break**



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11:30–11:45	Distributions (continued)
11:45–12:53	Comparisons
12:53–14:00	Exercise

Day 4: Visualisation

09:00–10:08	Charts for quality
10:08–11:00	Dashboards
11:00–11:30	**Coffee break**
11:30–11:45	Dashboards (continued)
11:45–12:53	Storytelling
12:53–14:00	Hands-on

Day 5: Decisions

09:00–10:08	Root cause with data
10:08–11:00	Decision routines
11:00–11:30	**Coffee break**
11:30–11:45	Decision routines (continued)
11:45–12:53	Culture
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 EUR, excluding unconfirmed taxes.

Venue	Start date	End date	Fee (EUR)
Frankfurt Confirmed dates	9 Nov 2026	13 Nov 2026	**€2,650.-**
Online Confirmed dates	9 Nov 2026	13 Nov 2026	**€1,250.-**
Kuala Lumpur Confirmed dates	30 Nov 2026	4 Dec 2026	**€1,450.-**
Online Confirmed dates	30 Nov 2026	4 Dec 2026	**€1,250.-**
Cape Town Confirmed dates	4 Jan 2027	8 Jan 2027	**€1,890.-**
Online Confirmed dates	4 Jan 2027	8 Jan 2027	**€1,250.-**
Amsterdam Confirmed dates	18 Jan 2027	22 Jan 2027	**€2,540.-**
Online Confirmed dates	18 Jan 2027	22 Jan 2027	**€1,250.-**
London Confirmed dates	8 Feb 2027	12 Feb 2027	**€2,450.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	8 Feb 2027	12 Feb 2027	**€1,250.–**
Rome Confirmed dates	1 Mar 2027	5 Mar 2027	**€2,450.–**
Online Confirmed dates	1 Mar 2027	5 Mar 2027	**€1,250.–**
Dubai Confirmed dates	22 Mar 2027	26 Mar 2027	**€3,150.–**
Online Confirmed dates	22 Mar 2027	26 Mar 2027	**€1,250.–**
Cape Town Confirmed dates	12 Apr 2027	16 Apr 2027	**€1,890.–**
Online Confirmed dates	12 Apr 2027	16 Apr 2027	**€1,250.–**
Rome Confirmed dates	26 Apr 2027	30 Apr 2027	**€2,450.–**
Online Confirmed dates	26 Apr 2027	30 Apr 2027	**€1,250.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Dubai Confirmed dates	17 May 2027	21 May 2027	**€3,150.-**
Online Confirmed dates	17 May 2027	21 May 2027	**€1,250.-**
Paris Confirmed dates	7 Jun 2027	11 Jun 2027	**€2,860.-**
Online Confirmed dates	7 Jun 2027	11 Jun 2027	**€1,250.-**
Vienna Confirmed dates	28 Jun 2027	2 Jul 2027	**€2,940.-**
Online Confirmed dates	28 Jun 2027	2 Jul 2027	**€1,250.-**
London Confirmed dates	19 Jul 2027	23 Jul 2027	**€2,450.-**
Online Confirmed dates	19 Jul 2027	23 Jul 2027	**€1,250.-**
Dubai Confirmed dates	2 Aug 2027	6 Aug 2027	**€3,150.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	2 Aug 2027	6 Aug 2027	**€1,250.-**
Rome Confirmed dates	23 Aug 2027	27 Aug 2027	**€2,450.-**
Online Confirmed dates	23 Aug 2027	27 Aug 2027	**€1,250.-**
Istanbul Confirmed dates	13 Sept 2027	17 Sept 2027	**€2,650.-**
Online Confirmed dates	13 Sept 2027	17 Sept 2027	**€1,250.-**
Cape Town Confirmed dates	4 Oct 2027	8 Oct 2027	**€1,890.-**
Online Confirmed dates	4 Oct 2027	8 Oct 2027	**€1,250.-**
Barcelona Confirmed dates	25 Oct 2027	29 Oct 2027	**€2,840.-**
Online Confirmed dates	25 Oct 2027	29 Oct 2027	**€1,250.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Vienna Confirmed dates	8 Nov 2027	12 Nov 2027	**€2,940.-**
Online Confirmed dates	8 Nov 2027	12 Nov 2027	**€1,250.-**
Barcelona Confirmed dates	29 Nov 2027	3 Dec 2027	**€2,840.-**
Online Confirmed dates	29 Nov 2027	3 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 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