

QUALITY & OPERATIONAL EXCELLENCE | COURSE BROCHURE

DMAIC Problem Solving Workshop

5 days | Classroom training | English

SMART HORIZON

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Course content

Why attend

DMAIC is the structured improvement method at the heart of Six Sigma. In this practical workshop participants work through a real improvement problem using Define, Measure, Analyse, Improve and Control: project charters, process maps, data collection, root cause analysis, solution selection, piloting and control plans.

Applying DMAIC to a real problem builds lasting skill and delivers results immediately. You will leave with a completed improvement project plan.

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

Workshop format using participants' own problems, guided tools, coaching and peer review.

Course objectives

By the end of this course, participants will be able to:
• Define improvement problems with clear charters
• Map processes and measure current performance
• Collect and analyse data to find root causes
• Generate and select solutions
• Pilot improvements and verify results
• Sustain gains with control plans

Target audience

This course is suitable for:
• Process improvement professionals
• Team leaders and supervisors
• Quality engineers
• Operations managers
• Project leaders



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Target competencies

Participants will develop competencies in:

- Problem definition
- Process measurement
- Root cause analysis
- Solution selection
- Control planning

Course outline

Day 1: Define

09:00–10:08	Project selection
10:08–11:00	Charters
11:00–11:30	**Coffee break**
11:30–11:45	Charters (continued)
11:45–12:53	Voice of the customer
12:53–14:00	Workshop on own problem

Day 2: Measure

09:00–10:08	Process mapping
10:08–11:00	Data collection plans
11:00–11:30	**Coffee break**
11:30–11:45	Data collection plans (continued)
11:45–12:53	Baseline performance
12:53–14:00	Workshop

Day 3: Analyse

09:00–10:08	Root cause tools
10:08–11:00	Data analysis
11:00–11:30	**Coffee break**



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11:30–11:45	Data analysis (continued)
11:45–12:53	Verifying causes
12:53–14:00	Workshop

Day 4: Improve

09:00–10:08	Generating solutions
10:08–11:00	Selection matrices
11:00–11:30	**Coffee break**
11:30–11:45	Selection matrices (continued)
11:45–12:53	Piloting
12:53–14:00	Workshop

Day 5: Control

09:00–10:08	Control plans
10:08–11:00	Standardisation
11:00–11:30	**Coffee break**
11:30–11:45	Standardisation (continued)
11:45–12:53	Handover
12:53–14:00	Final presentations

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)
Cape Town Confirmed dates	16 Nov 2026	20 Nov 2026	**€1,890.–**
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.–**
Vienna Confirmed dates	11 Jan 2027	15 Jan 2027	**€2,940.–**
Online Confirmed dates	11 Jan 2027	15 Jan 2027	**€1,250.–**
Cape Town Confirmed dates	25 Jan 2027	29 Jan 2027	**€1,890.–**
Online Confirmed dates	25 Jan 2027	29 Jan 2027	**€1,250.–**
Rome Confirmed dates	15 Feb 2027	19 Feb 2027	**€2,450.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
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.–**
Paris Confirmed dates	29 Mar 2027	2 Apr 2027	**€2,860.–**
Online Confirmed dates	29 Mar 2027	2 Apr 2027	**€1,250.–**
Barcelona Confirmed dates	19 Apr 2027	23 Apr 2027	**€2,840.–**
Online Confirmed dates	19 Apr 2027	23 Apr 2027	**€1,250.–**
Dubai Confirmed dates	3 May 2027	7 May 2027	**€3,150.–**
Online Confirmed dates	3 May 2027	7 May 2027	**€1,250.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
London Confirmed dates	24 May 2027	28 May 2027	**€2,450.-**
Online Confirmed dates	24 May 2027	28 May 2027	**€1,250.-**
Vienna Confirmed dates	14 Jun 2027	18 Jun 2027	**€2,940.-**
Online Confirmed dates	14 Jun 2027	18 Jun 2027	**€1,250.-**
Barcelona Confirmed dates	5 Jul 2027	9 Jul 2027	**€2,840.-**
Online Confirmed dates	5 Jul 2027	9 Jul 2027	**€1,250.-**
Kuala Lumpur Confirmed dates	26 Jul 2027	30 Jul 2027	**€1,450.-**
Online Confirmed dates	26 Jul 2027	30 Jul 2027	**€1,250.-**
Dubai Confirmed dates	9 Aug 2027	13 Aug 2027	**€3,150.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	9 Aug 2027	13 Aug 2027	**€1,250.-**
Amsterdam Confirmed dates	30 Aug 2027	3 Sept 2027	**€2,540.-**
Online Confirmed dates	30 Aug 2027	3 Sept 2027	**€1,250.-**
Rome Confirmed dates	20 Sept 2027	24 Sept 2027	**€2,450.-**
Online Confirmed dates	20 Sept 2027	24 Sept 2027	**€1,250.-**
Frankfurt Confirmed dates	11 Oct 2027	15 Oct 2027	**€2,650.-**
Online Confirmed dates	11 Oct 2027	15 Oct 2027	**€1,250.-**
Istanbul Confirmed dates	1 Nov 2027	5 Nov 2027	**€2,650.-**
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 (EUR)
Dubai Confirmed dates	15 Nov 2027	19 Nov 2027	**€3,150.-**
Online Confirmed dates	15 Nov 2027	19 Nov 2027	**€1,250.-**
Rome Confirmed dates	6 Dec 2027	10 Dec 2027	**€2,450.-**
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 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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