

QUALITY & OPERATIONAL EXCELLENCE | COURSE BROCHURE

Nonconformance Management

5 days | Classroom training | English

SMART HORIZON

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Course content

Why attend

Nonconformances are opportunities to improve if they are managed well. This course covers nonconformance management: detecting and recording nonconformities, containment, segregation and disposition, root cause analysis, corrective action, effectiveness checks, trend analysis and nonconformance systems.

Weak nonconformance processes let the same problems repeat. You will learn to manage nonconformities from detection to prevention.

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

Case-based exercises, disposition decisions, root cause practice and system design workshops.

Course objectives

By the end of this course, participants will be able to:
• Identify and record nonconformities
• Contain and segregate nonconforming items
• Make disposition decisions
• Investigate root causes
• Implement and verify corrective actions
• Analyse nonconformance trends

Target audience

This course is suitable for:
• Quality engineers and inspectors
• Production supervisors
• Quality managers
• Supplier quality staff
• Service quality coordinators



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Target competencies

Participants will develop competencies in:

- Detection
- Containment
- Disposition
- Root cause analysis
- Trend analysis

Course outline

Day 1: Nonconformance Basics

09:00–10:08	Definitions
10:08–11:00	Sources
11:00–11:30	**Coffee break**
11:30–11:45	Sources (continued)
11:45–12:53	Costs
12:53–14:00	Exercise

Day 2: Containment

09:00–10:08	Immediate actions
10:08–11:00	Segregation
11:00–11:30	**Coffee break**
11:30–11:45	Segregation (continued)
11:45–12:53	Customer notification
12:53–14:00	Workshop

Day 3: Disposition

09:00–10:08	Rework, repair, use-as-is, scrap
10:08–11:00	Concessions
11:00–11:30	**Coffee break**



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11:30–11:45	Concessions (continued)
11:45–12:53	Authority
12:53–14:00	Exercise

Day 4: Corrective Action

09:00–10:08	Root cause analysis
10:08–11:00	Actions
11:00–11:30	**Coffee break**
11:30–11:45	Actions (continued)
11:45–12:53	Effectiveness checks
12:53–14:00	Case study

Day 5: Trends

09:00–10:08	Nonconformance data
10:08–11:00	Trend analysis
11:00–11:30	**Coffee break**
11:30–11:45	Trend analysis (continued)
11:45–12:53	System improvement
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)
Dubai Confirmed dates	9 Nov 2026	13 Nov 2026	**€3,150.-**
Online Confirmed dates	9 Nov 2026	13 Nov 2026	**€1,250.-**
Barcelona Confirmed dates	23 Nov 2026	27 Nov 2026	**€2,840.-**
Online Confirmed dates	23 Nov 2026	27 Nov 2026	**€1,250.-**
Rome Confirmed dates	14 Dec 2026	18 Dec 2026	**€2,450.-**
Online Confirmed dates	14 Dec 2026	18 Dec 2026	**€1,250.-**
Amsterdam Confirmed dates	18 Jan 2027	22 Jan 2027	**€2,540.-**
Online Confirmed dates	18 Jan 2027	22 Jan 2027	**€1,250.-**
Kuala Lumpur Confirmed dates	8 Feb 2027	12 Feb 2027	**€1,450.-**



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.–**
Dubai Confirmed dates	1 Mar 2027	5 Mar 2027	**€3,150.–**
Online Confirmed dates	1 Mar 2027	5 Mar 2027	**€1,250.–**
Cape Town Confirmed dates	15 Mar 2027	19 Mar 2027	**€1,890.–**
Online Confirmed dates	15 Mar 2027	19 Mar 2027	**€1,250.–**
Vienna Confirmed dates	5 Apr 2027	9 Apr 2027	**€2,940.–**
Online Confirmed dates	5 Apr 2027	9 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)
Vienna Confirmed dates	17 May 2027	21 May 2027	**€2,940.–**
Online Confirmed dates	17 May 2027	21 May 2027	**€1,250.–**
Barcelona Confirmed dates	7 Jun 2027	11 Jun 2027	**€2,840.–**
Online Confirmed dates	7 Jun 2027	11 Jun 2027	**€1,250.–**
Rome Confirmed dates	21 Jun 2027	25 Jun 2027	**€2,450.–**
Online Confirmed dates	21 Jun 2027	25 Jun 2027	**€1,250.–**
London Confirmed dates	12 Jul 2027	16 Jul 2027	**€2,450.–**
Online Confirmed dates	12 Jul 2027	16 Jul 2027	**€1,250.–**
Paris Confirmed dates	2 Aug 2027	6 Aug 2027	**€2,860.–**



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.-**
London Confirmed dates	23 Aug 2027	27 Aug 2027	**€2,450.-**
Online Confirmed dates	23 Aug 2027	27 Aug 2027	**€1,250.-**
Cape Town Confirmed dates	13 Sept 2027	17 Sept 2027	**€1,890.-**
Online Confirmed dates	13 Sept 2027	17 Sept 2027	**€1,250.-**
Dubai Confirmed dates	27 Sept 2027	1 Oct 2027	**€3,150.-**
Online Confirmed dates	27 Sept 2027	1 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.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Frankfurt Confirmed dates	8 Nov 2027	12 Nov 2027	**€2,650.-**
Online Confirmed dates	8 Nov 2027	12 Nov 2027	**€1,250.-**
Cape Town Confirmed dates	29 Nov 2027	3 Dec 2027	**€1,890.-**
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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