

QUALITY & OPERATIONAL EXCELLENCE | COURSE BROCHURE

Process Capability Analysis

5 days | Classroom training | English

SMART HORIZON

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Amsterdam
The Netherlands

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Course content

Why attend

Process capability analysis shows whether a process can consistently meet customer specifications. This course covers capability concepts, normality and data requirements, Cp, Cpk, Pp and Ppk indices, capability for non-normal data, attribute capability, interpreting results and using capability to drive improvement and supplier requirements.

A process can be stable but still incapable of meeting specifications. You will learn to quantify capability and decide where to improve.

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

Capability calculations with real data, software exercises, case studies and interpretation workshops.

Course objectives

By the end of this course, participants will be able to:
• Explain process capability concepts
• Check data requirements and normality
• Calculate Cp, Cpk, Pp and Ppk
• Analyse non-normal and attribute data
• Interpret capability results
• Use capability for improvement and supplier requirements

Target audience

This course is suitable for:
• Quality engineers
• Process engineers
• Supplier quality engineers
• Six Sigma practitioners
• Production managers



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Target competencies

Participants will develop competencies in:
- Capability calculation
- Statistical analysis
- Interpretation
- Improvement targeting
- Supplier requirements

Course outline

Day 1: Capability Concepts

09:00–10:08	Specifications and variation
10:08–11:00	Stability first
11:00–11:30	**Coffee break**
11:30–11:45	Stability first (continued)
11:45–12:53	Indices overview
12:53–14:00	Exercise

Day 2: Data

09:00–10:08	Sampling
10:08–11:00	Normality testing
11:00–11:30	**Coffee break**
11:30–11:45	Normality testing (continued)
11:45–12:53	Transformations
12:53–14:00	Exercise

Day 3: Capability Indices

09:00–10:08	Cp and Cpk
10:08–11:00	Pp and Ppk
11:00–11:30	**Coffee break**



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11:30–11:45	Pp and Ppk (continued)
11:45–12:53	Confidence
12:53–14:00	Software exercise

Day 4: Special Cases

09:00–10:08	Non-normal data
10:08–11:00	Attribute capability
11:00–11:30	**Coffee break**
11:30–11:45	Attribute capability (continued)
11:45–12:53	One-sided specifications
12:53–14:00	Case study

Day 5: Using Results

09:00–10:08	Improvement priorities
10:08–11:00	Supplier requirements
11:00–11:30	**Coffee break**
11:30–11:45	Supplier requirements (continued)
11:45–12:53	Reporting
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)
Kuala Lumpur Confirmed dates	23 Nov 2026	27 Nov 2026	**€1,450.-**
Online Confirmed dates	23 Nov 2026	27 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.-**
Rome Confirmed dates	11 Jan 2027	15 Jan 2027	**€2,450.-**
Online Confirmed dates	11 Jan 2027	15 Jan 2027	**€1,250.-**
Istanbul Confirmed dates	1 Feb 2027	5 Feb 2027	**€2,650.-**
Online Confirmed dates	1 Feb 2027	5 Feb 2027	**€1,250.-**
Rome Confirmed dates	22 Feb 2027	26 Feb 2027	**€2,450.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	22 Feb 2027	26 Feb 2027	**€1,250.–**
Paris Confirmed dates	15 Mar 2027	19 Mar 2027	**€2,860.–**
Online Confirmed dates	15 Mar 2027	19 Mar 2027	**€1,250.–**
Cape Town Confirmed dates	29 Mar 2027	2 Apr 2027	**€1,890.–**
Online Confirmed dates	29 Mar 2027	2 Apr 2027	**€1,250.–**
Dubai Confirmed dates	19 Apr 2027	23 Apr 2027	**€3,150.–**
Online Confirmed dates	19 Apr 2027	23 Apr 2027	**€1,250.–**
Vienna Confirmed dates	10 May 2027	14 May 2027	**€2,940.–**
Online Confirmed dates	10 May 2027	14 May 2027	**€1,250.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Amsterdam Confirmed dates	31 May 2027	4 Jun 2027	**€2,540.–**
Online Confirmed dates	31 May 2027	4 Jun 2027	**€1,250.–**
Cape Town Confirmed dates	21 Jun 2027	25 Jun 2027	**€1,890.–**
Online Confirmed dates	21 Jun 2027	25 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.–**
Cape Town Confirmed dates	26 Jul 2027	30 Jul 2027	**€1,890.–**
Online Confirmed dates	26 Jul 2027	30 Jul 2027	**€1,250.–**
Dubai Confirmed dates	16 Aug 2027	20 Aug 2027	**€3,150.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	16 Aug 2027	20 Aug 2027	**€1,250.-**
Rome Confirmed dates	6 Sept 2027	10 Sept 2027	**€2,450.-**
Online Confirmed dates	6 Sept 2027	10 Sept 2027	**€1,250.-**
Frankfurt Confirmed dates	27 Sept 2027	1 Oct 2027	**€2,650.-**
Online Confirmed dates	27 Sept 2027	1 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.-**
Barcelona Confirmed dates	1 Nov 2027	5 Nov 2027	**€2,840.-**
Online Confirmed dates	1 Nov 2027	5 Nov 2027	**€1,250.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
London Confirmed dates	22 Nov 2027	26 Nov 2027	**€2,450.-**
Online Confirmed dates	22 Nov 2027	26 Nov 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 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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