

QUALITY & OPERATIONAL EXCELLENCE | COURSE BROCHURE

Quality Metrics and Dashboards

5 days | Classroom training | English

SMART HORIZON

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Course content

Why attend

Quality metrics show whether products, services and processes meet requirements and are improving. This course covers selecting quality KPIs, cost of quality measures, first-pass yield, complaint and defect rates, supplier quality metrics, dashboard design, reporting to management and using metrics to prioritise improvement.

Quality reports full of numbers rarely drive action. You will learn to design focused metrics and dashboards.

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

KPI selection workshops, dashboard building, case studies and reporting practice.

Course objectives

By the end of this course, participants will be able to:
• Select balanced quality KPIs
• Measure cost of quality
• Calculate yield, defect and complaint rates
• Track supplier quality metrics
• Design quality dashboards
• Report quality performance to management

Target audience

This course is suitable for:
• Quality managers and analysts
• Operations managers
• Supplier quality staff
• Continuous improvement staff
• Senior managers



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Target competencies

Participants will develop competencies in:

- KPI selection
- Cost of quality
- Metric calculation
- Dashboard design
- Management reporting

Course outline

Day 1: Quality Metrics

09:00–10:08	Purpose
10:08–11:00	Leading and lagging metrics
11:00–11:30	**Coffee break**
11:30–11:45	Leading and lagging metrics (continued)
11:45–12:53	Pitfalls
12:53–14:00	Exercise

Day 2: Key Indicators

09:00–10:08	Yield and defects
10:08–11:00	Complaints
11:00–11:30	**Coffee break**
11:30–11:45	Complaints (continued)
11:45–12:53	Cost of quality
12:53–14:00	Workshop

Day 3: Supplier Metrics

09:00–10:08	Supplier quality indicators
10:08–11:00	Scorecards
11:00–11:30	**Coffee break**



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11:30–11:45	Scorecards (continued)
11:45–12:53	Reviews
12:53–14:00	Exercise

Day 4: Dashboards

09:00–10:08	Design principles
10:08–11:00	Visuals
11:00–11:30	**Coffee break**
11:30–11:45	Visuals (continued)
11:45–12:53	Tools
12:53–14:00	Hands-on

Day 5: Reporting

09:00–10:08	Management reporting
10:08–11:00	Prioritisation
11:00–11:30	**Coffee break**
11:30–11:45	Prioritisation (continued)
11:45–12:53	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)
Rome Confirmed dates	16 Nov 2026	20 Nov 2026	**€2,450.–**
Online Confirmed dates	16 Nov 2026	20 Nov 2026	**€1,250.–**
Vienna Confirmed dates	7 Dec 2026	11 Dec 2026	**€2,940.–**
Online Confirmed dates	7 Dec 2026	11 Dec 2026	**€1,250.–**
Istanbul Confirmed dates	4 Jan 2027	8 Jan 2027	**€2,650.–**
Online Confirmed dates	4 Jan 2027	8 Jan 2027	**€1,250.–**
Frankfurt Confirmed dates	25 Jan 2027	29 Jan 2027	**€2,650.–**
Online Confirmed dates	25 Jan 2027	29 Jan 2027	**€1,250.–**
Amsterdam Confirmed dates	15 Feb 2027	19 Feb 2027	**€2,540.–**



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.–**
Barcelona Confirmed dates	8 Mar 2027	12 Mar 2027	**€2,840.–**
Online Confirmed dates	8 Mar 2027	12 Mar 2027	**€1,250.–**
Dubai Confirmed dates	29 Mar 2027	2 Apr 2027	**€3,150.–**
Online Confirmed dates	29 Mar 2027	2 Apr 2027	**€1,250.–**
Vienna Confirmed dates	12 Apr 2027	16 Apr 2027	**€2,940.–**
Online Confirmed dates	12 Apr 2027	16 Apr 2027	**€1,250.–**
Paris Confirmed dates	3 May 2027	7 May 2027	**€2,860.–**
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)
Kuala Lumpur Confirmed dates	24 May 2027	28 May 2027	**€1,450.-**
Online Confirmed dates	24 May 2027	28 May 2027	**€1,250.-**
Dubai Confirmed dates	14 Jun 2027	18 Jun 2027	**€3,150.-**
Online Confirmed dates	14 Jun 2027	18 Jun 2027	**€1,250.-**
Cape Town Confirmed dates	5 Jul 2027	9 Jul 2027	**€1,890.-**
Online Confirmed dates	5 Jul 2027	9 Jul 2027	**€1,250.-**
Barcelona Confirmed dates	19 Jul 2027	23 Jul 2027	**€2,840.-**
Online Confirmed dates	19 Jul 2027	23 Jul 2027	**€1,250.-**
Rome Confirmed dates	9 Aug 2027	13 Aug 2027	**€2,450.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	9 Aug 2027	13 Aug 2027	**€1,250.-**
London Confirmed dates	30 Aug 2027	3 Sept 2027	**€2,450.-**
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.-**
Cape Town Confirmed dates	11 Oct 2027	15 Oct 2027	**€1,890.-**
Online Confirmed dates	11 Oct 2027	15 Oct 2027	**€1,250.-**
Rome Confirmed dates	25 Oct 2027	29 Oct 2027	**€2,450.-**
Online Confirmed dates	25 Oct 2027	29 Oct 2027	**€1,250.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Cape Town Confirmed dates	15 Nov 2027	19 Nov 2027	**€1,890.-**
Online Confirmed dates	15 Nov 2027	19 Nov 2027	**€1,250.-**
London 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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