

QUALITY & OPERATIONAL EXCELLENCE | COURSE BROCHURE

Risk-Based Thinking in Quality Management

5 days | Classroom training | English

SMART HORIZON

info@smart-horizon.eu
Amsterdam
The Netherlands

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Course content

Why attend

Modern quality standards require organisations to address risks and opportunities rather than only react to problems. This course covers risk-based thinking in quality: identifying risks and opportunities in processes, assessment methods, proportional controls, FMEA basics, integrating risk into planning, audits and reviews.

Risk-based thinking prevents problems instead of correcting them. You will learn practical approaches proportionate to your organisation.

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

Process risk workshops, FMEA exercises, case studies and integration planning.

Course objectives

By the end of this course, participants will be able to:
• Explain risk-based thinking in quality standards
• Identify process risks and opportunities
• Assess and prioritise risks
• Select proportionate controls
• Use FMEA basics for processes
• Integrate risk into planning, audits and reviews

Target audience

This course is suitable for:
• Quality managers and coordinators
• Process owners
• Internal auditors
• Management system professionals
• Operations managers



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Target competencies

Participants will develop competencies in:

- Risk identification
- Assessment
- Control selection
- FMEA
- Integration

Course outline

Day 1: Risk-Based Thinking

09:00–10:08	Concept and requirements
10:08–11:00	Benefits
11:00–11:30	**Coffee break**
11:30–11:45	Benefits (continued)
11:45–12:53	Examples
12:53–14:00	Exercise

Day 2: Identifying Risks

09:00–10:08	Process risks
10:08–11:00	Opportunities
11:00–11:30	**Coffee break**
11:30–11:45	Opportunities (continued)
11:45–12:53	Context
12:53–14:00	Workshop

Day 3: Assessment

09:00–10:08	Rating methods
10:08–11:00	Prioritisation
11:00–11:30	**Coffee break**



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11:30–11:45	Prioritisation (continued)
11:45–12:53	Records
12:53–14:00	Exercise

Day 4: Controls and FMEA

09:00–10:08	Proportionate controls
10:08–11:00	Process FMEA
11:00–11:30	**Coffee break**
11:30–11:45	Process FMEA (continued)
11:45–12:53	Actions
12:53–14:00	Exercise

Day 5: Integration

09:00–10:08	Planning
10:08–11:00	Audits
11:00–11:30	**Coffee break**
11:30–11:45	Audits (continued)
11:45–12:53	Management review
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)
Cape Town Confirmed dates	16 Nov 2026	20 Nov 2026	**€1,890.–**
Online Confirmed dates	16 Nov 2026	20 Nov 2026	**€1,250.–**
Rome Confirmed dates	7 Dec 2026	11 Dec 2026	**€2,450.–**
Online Confirmed dates	7 Dec 2026	11 Dec 2026	**€1,250.–**
Kuala Lumpur Confirmed dates	11 Jan 2027	15 Jan 2027	**€1,450.–**
Online Confirmed dates	11 Jan 2027	15 Jan 2027	**€1,250.–**
London Confirmed dates	1 Feb 2027	5 Feb 2027	**€2,450.–**
Online Confirmed dates	1 Feb 2027	5 Feb 2027	**€1,250.–**
Dubai Confirmed dates	15 Feb 2027	19 Feb 2027	**€3,150.–**



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.–**
Amsterdam Confirmed dates	8 Mar 2027	12 Mar 2027	**€2,540.–**
Online Confirmed dates	8 Mar 2027	12 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.–**
Vienna Confirmed dates	19 Apr 2027	23 Apr 2027	**€2,940.–**
Online Confirmed dates	19 Apr 2027	23 Apr 2027	**€1,250.–**
Barcelona Confirmed dates	10 May 2027	14 May 2027	**€2,840.–**
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)
Dubai Confirmed dates	24 May 2027	28 May 2027	**€3,150.-**
Online Confirmed dates	24 May 2027	28 May 2027	**€1,250.-**
Cape Town Confirmed dates	14 Jun 2027	18 Jun 2027	**€1,890.-**
Online Confirmed dates	14 Jun 2027	18 Jun 2027	**€1,250.-**
Istanbul Confirmed dates	5 Jul 2027	9 Jul 2027	**€2,650.-**
Online Confirmed dates	5 Jul 2027	9 Jul 2027	**€1,250.-**
London Confirmed dates	26 Jul 2027	30 Jul 2027	**€2,450.-**
Online Confirmed dates	26 Jul 2027	30 Jul 2027	**€1,250.-**
Rome Confirmed dates	16 Aug 2027	20 Aug 2027	**€2,450.-**



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.-**
Vienna Confirmed dates	30 Aug 2027	3 Sept 2027	**€2,940.-**
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.-**
Paris Confirmed dates	11 Oct 2027	15 Oct 2027	**€2,860.-**
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.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Dubai Confirmed dates	22 Nov 2027	26 Nov 2027	**€3,150.-**
Online Confirmed dates	22 Nov 2027	26 Nov 2027	**€1,250.-**
Frankfurt Confirmed dates	6 Dec 2027	10 Dec 2027	**€2,650.-**
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

info@smart-horizon.eu
Amsterdam
The Netherlands

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