

QUALITY & OPERATIONAL EXCELLENCE | COURSE BROCHURE

Supplier Audits and Quality Agreements

5 days | Classroom training | English

SMART HORIZON

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Amsterdam
The Netherlands

Explore current programmes

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Course content

Why attend

Supplier quality determines much of an organisation's own product and service quality. This course covers supplier quality agreements, supplier audit planning and execution, process and product audits, evaluating supplier quality systems, nonconformity handling, corrective action and supplier development.

Problems that start at suppliers end up with your customers. You will learn to set clear expectations and verify supplier quality.

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

Agreement drafting exercises, audit role plays, case studies and follow-up planning.

Course objectives

By the end of this course, participants will be able to:

- Define supplier quality requirements
- Draft quality agreements
- Plan risk-based supplier audits
- Conduct supplier system and process audits
- Manage supplier nonconformities and corrective actions
- Support supplier quality improvement

Target audience

This course is suitable for:

- Supplier quality engineers
- Quality managers
- Procurement professionals
- Auditors
- Operations managers



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Target competencies

Participants will develop competencies in:

- Requirement definition
- Agreement drafting
- Supplier auditing
- Corrective action management
- Supplier development

Course outline

Day 1: Supplier Quality

09:00–10:08	Supplier impact on quality
10:08–11:00	Risk-based approach
11:00–11:30	**Coffee break**
11:30–11:45	Risk-based approach (continued)
11:45–12:53	Requirements
12:53–14:00	Exercise

Day 2: Quality Agreements

09:00–10:08	Agreement content
10:08–11:00	Specifications
11:00–11:30	**Coffee break**
11:30–11:45	Specifications (continued)
11:45–12:53	Change notification
12:53–14:00	Drafting workshop

Day 3: Audit Planning

09:00–10:08	Audit programmes
10:08–11:00	Risk-based selection
11:00–11:30	**Coffee break**



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11:30–11:45	Risk-based selection (continued)
11:45–12:53	Checklists
12:53–14:00	Exercise

Day 4: Conducting Audits

09:00–10:08	System audits
10:08–11:00	Process audits
11:00–11:30	**Coffee break**
11:30–11:45	Process audits (continued)
11:45–12:53	Findings
12:53–14:00	Role play

Day 5: Corrective Action

09:00–10:08	Nonconformities
10:08–11:00	8D and corrective action
11:00–11:30	**Coffee break**
11:30–11:45	8D and corrective action (continued)
11:45–12:53	Follow-up
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	23 Nov 2026	27 Nov 2026	**€2,450.–**
Online Confirmed dates	23 Nov 2026	27 Nov 2026	**€1,250.–**
London Confirmed dates	14 Dec 2026	18 Dec 2026	**€2,450.–**
Online Confirmed dates	14 Dec 2026	18 Dec 2026	**€1,250.–**
Cape Town Confirmed dates	18 Jan 2027	22 Jan 2027	**€1,890.–**
Online Confirmed dates	18 Jan 2027	22 Jan 2027	**€1,250.–**
Dubai Confirmed dates	1 Feb 2027	5 Feb 2027	**€3,150.–**
Online Confirmed dates	1 Feb 2027	5 Feb 2027	**€1,250.–**
Paris Confirmed dates	22 Feb 2027	26 Feb 2027	**€2,860.–**



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.–**
Rome Confirmed dates	15 Mar 2027	19 Mar 2027	**€2,450.–**
Online Confirmed dates	15 Mar 2027	19 Mar 2027	**€1,250.–**
Dubai Confirmed dates	5 Apr 2027	9 Apr 2027	**€3,150.–**
Online Confirmed dates	5 Apr 2027	9 Apr 2027	**€1,250.–**
Kuala Lumpur Confirmed dates	26 Apr 2027	30 Apr 2027	**€1,450.–**
Online Confirmed dates	26 Apr 2027	30 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)
Cape Town Confirmed dates	31 May 2027	4 Jun 2027	**€1,890.–**
Online Confirmed dates	31 May 2027	4 Jun 2027	**€1,250.–**
London Confirmed dates	21 Jun 2027	25 Jun 2027	**€2,450.–**
Online Confirmed dates	21 Jun 2027	25 Jun 2027	**€1,250.–**
Barcelona Confirmed dates	12 Jul 2027	16 Jul 2027	**€2,840.–**
Online Confirmed dates	12 Jul 2027	16 Jul 2027	**€1,250.–**
Dubai Confirmed dates	2 Aug 2027	6 Aug 2027	**€3,150.–**
Online Confirmed dates	2 Aug 2027	6 Aug 2027	**€1,250.–**
Frankfurt Confirmed dates	16 Aug 2027	20 Aug 2027	**€2,650.–**



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.-**
Amsterdam Confirmed dates	6 Sept 2027	10 Sept 2027	**€2,540.-**
Online Confirmed dates	6 Sept 2027	10 Sept 2027	**€1,250.-**
Barcelona Confirmed dates	27 Sept 2027	1 Oct 2027	**€2,840.-**
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.-**
Vienna Confirmed dates	8 Nov 2027	12 Nov 2027	**€2,940.-**
Online Confirmed dates	8 Nov 2027	12 Nov 2027	**€1,250.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Rome Confirmed dates	22 Nov 2027	26 Nov 2027	**€2,450.-**
Online Confirmed dates	22 Nov 2027	26 Nov 2027	**€1,250.-**
Cape Town Confirmed dates	13 Dec 2027	17 Dec 2027	**€1,890.-**
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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View the latest course details online