

Zero Defects Leadership

1 day programme

Smallpeice Enterprises

business improvement training



Open enrolment classes

- **August 27th 2026**
(8.30am – 4.30pm BST /
7.30am – 3.30pm UTC)

Fees:

The cost per participant is £295+VAT, which includes comprehensive reference materials.

To book places:

- Please email Smallpeice via train@smallpeice.com with your requirements.
- Our experienced booking team will then send you a booking form.

In-Company Training:

This programme is available for cost effective 'in-company' group training. For more information on the options, please email train@smallpeice.com.

Overview

This engaging course provides an introduction to the concepts of Zero Defects. Delegates have an opportunity to understand the deployment framework for their business and the link to the relevant Industry Standards

Objectives

- To provide an overview of the Industry Standards that affect all Aerospace suppliers
- To provide an awareness of the core tools that form part of a Zero Defects programme
- To review the deployment roadmap and explain the Leadership role and contribution that is needed to ensure the path to success with Zero Defects

Training Content

Introduction

- Introducing Zero Defects
- Overview of the Zero Defects journey
- The industry standards that we must comply with
- Our current performance & our Customers expectations

The Core Principles of Zero Defects

- Defect Prevention Focus
- Identifying and eliminating product and process risk through FMEA & Control Plans
- Ensuring we have data we can trust – the application of Measurement System Analysis:
- Understanding Process Control & Capability
- Using the 8 Disciplines of Problem Solving (8D)

Building a Zero Defects Culture

- The Zero Defects Training Framework: developing a practitioner taskforce
- The impact of Human Factors
- Your journey starts now:
 - Never walk past an issue
 - Don't accept a defect / don't create a defect / don't pass on a defect
- Case Study examples