

Course Unit	-	Field of study	-
	-	School	School of Health
Academic Year	2015/2016	Year of study	1
Type	Annual	Level	
		ECTS credits	6.0
Semester	-	Code	5023-612-1004-00-15
Workload (hours)	162	Contact hours	T - , TP 48 , PL - , TC - , S - , E - , OT - , O -

T - Lectures; TP - Lectures and problem-solving; PL - Problem-solving, project or laboratory; TC - Fieldwork; S - Seminar; E - Placement; OT - Tutorial; O - Other

Name(s) of lecturer(s) Ana Maria Geraledes Rodrigues Pereira

Learning outcomes and competences

At the end of the course unit the learner is expected to be able to:
Carry out audits of the Quality ISO 9001, according to ISO 19011 and from a technical and behavioral point of view.

Prerequisites

Before the course unit the learner is expected to be able to:
Not applicable

Course contents

Introduction
Technical component
Behavioral component
Practical case – execution of a practical case
Conclusions

Course contents (extended version)

- Introduction
 - Stages, objectives and audit types
 - ISO 9001 and ISO 19011 norms
- Technical component
 - Requirements of the norm ISO 9001, from the auditors point of view
 - Audit phases.
- Behavioral component
 - The relation auditor/audited.
 - Planning and time management
- Practical case – Execution of a practical case (class simulation)
- Conclusions
 - Presentation and discussion of the audits report

Recommended reading

- NP EN ISO 19011 – Linhas de orientação para auditorias a sistemas de gestão Instituto Português da Qualidade, Caparica, 2012
- NP EN ISO 9000 – Sistemas de Gestão da Qualidade. Fundamentos e Vocabulário, Instituto Português da Qualidade, Caparica, 2005
- NP EN ISO 9001 – Sistemas de Gestão da Qualidade. Requisitos, Instituto Português da Qualidade, 2015
- http://www.iso.org/iso/home/standards/management-standards/iso_9000.htm

Teaching and learning methods

Assessment methods

- Regular Evaluation - (Regular, Student Worker) (Final)
 - Practical Work - 50%
 - Presentations - 50% (On-Line Activities 30% ; 20% Assiduity)
- Special Evaluation - (Regular, Student Worker) (Supplementary, Special)
 - Practical Work - 50%
 - Presentations - 50% (On-Line Activities 30 ; 20% Assiduity)

Language of instruction

Portuguese

Electronic validation

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19-07-2016	15-08-2016	17-08-2016