![ipb INSTITUTO POLITÉCNICO DE BRAGANÇA]

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|---|---|---|---|---|---|
| Course Unit | - | | Field of study | - | |
| | - | | School | School of Health | |
| Academic Year | 2015/2016 | Year of study | 1 | Level | | ECTS credits | 6.0 |
| Type | Annual | Semester | - | Code | 5023-612-1004-00-15 | |

| Workload (hours) | 162 | Contact hours | T | - | TP | 48 | PL | - | TC | - | S | - | E | - | OT | - | O | - |
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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 Geraldes Rodrigues Pereira |
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## 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)

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

## Recommended reading

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

## Teaching and learning methods

## Assessment methods

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

## Language of instruction

Portuguese

## Electronic validation

| Ana Maria Geraldes Rodrigues Pereira | Olívia Rodrigues Pereira | Maria Helena Pimentel |
|---|---|---|
| 19-07-2016 | 15-08-2016 | 17-08-2016 |