

Unidade Curricular: Audits and Certification

Área Científica: EG

Duração: Semestral

Horas de trabalho: 121.5

Horas de contacto: 45

ECTS: 4.5

Docente Responsável: João Fernando Pereira Gomes

Outros Docentes: Gil Vicente Jorge Marcelino

Learning outcomes of the curricular unit

This unit intends to teach students on the subject of certification and auditing. After completion of this unit, students will be able to understand the methodology of certification as well as planning and execution of quality audits.

Syllabus

1. Introduction: accreditation/certification within integrated management systems and within SPQ.
2. Auditing: internal audits, internal control system, risk management
3. Applications and case studies: types of audits, laboratory auditing according ISO 17025

Demonstration of the syllabus coherence with the curricular unit's learning objectives.

The basic competences to be acquired by students are directly connected to each one of the programmatic items, and are to be acquired by attending classes, comprising exercises and the execution of assignments, as well as by the continuous evaluation exercises taking place during the semester

Teaching methodologies (including evaluation)

In this unit, teaching is based on classes and/or study group and research. Students will be motivated to assume an active attitude in research information and on solving problems. Evaluation of components 1 and 3 (A1) will be done by a test related with situation occurrences during case study audits. Evaluation of component 2 (A2) will be done by a group assignment consisting of an Audit and its respective Work Plan. Each group will define an audit activity or a process from another group to be audited. This activity or process should correspond to the professional activity of, at least, one member of the group to be audited. The objective of this assignment is to evaluate the auditing team, and not to assess the processes and risks in a specific organization or area of the organization. The final classification (NF) in the Unit will be the weighted average among the 2 components: $NF = 0,25 A1 + 0,75 A2$

Demonstration of the coherence between the teaching methodologies and the learning outcomes

Classes are devoted to explain and debate the programmatic items, as well as analysis and resolution of exercises and case-studies, which allow students to learn about methodologies on audits and certification.

Mandatory consultation/existence bibliography:

1. Pires, A., Qualidade, sistemas de gestão da qualidade, 2ª Edição, Ed. Sílabo, Lisboa, 2016
2. Fey, R.; Cogue, J., Princípios da Gestão da Qualidade, Ed. Fundação Calouste Gulbenkian, Lisboa, 1989
3. Miranda, R., Aplicações da Qualidade na Indústria, Ed. Universidade Aberta, Lisboa, 2002
4. Mills, C., A Auditoria da Qualidade, Makron Books, São Paulo, 1994
5. Juran, J., Godfrey, A., Juran's Quality Handbook, McGraw Hill, 1999