QUALITY MANAGEMENT

MSc Degree in Management of Organizations

Code: 9292152

Main Scientific Area: Business management

Lecturer: Ana Cristina da Costa Monteiro

Language of Instruction: Portuguese

Regime: S2

Contact Hours: 60h Total Workload: 102h

ECTS: 6,0

Objectives

The general objectives of this Curricular Unit are: - Know the concepts of Quality and their evolution; - Know the Portuguese quality system; - Knowing some of the quality tools; - Know the process of implementation and certification of a quality management system, as well as adjacent methodologies; - Know a continuous improvement methodology.

Learning Outcomes

1. Describe the evolution of the concept of quality;

2. Indicate organizations of the Portuguese Quality System;

3. Describe the implementation and certification process of a quality management system;

4. Recognize the various types of audit;

5. Properly use quality tools in problem solving;

6. Define and apply methodologies to implement a quality management system.

7. Implement and lead a 5S process in an organization.

Course Contents

Chapter 1 – Quality Concepts

1.1 Evolution of the concept of quality and holistic view

1.2 The Quality Gurus

1.3 References for quality management

Chapter 2 – Quality Tools

2.1 Flowcharts

2.2 Check sheets

2.3 Ishikawa diagram (cause-effect)

2.4 Pareto Diagram - Brainstorming

2.5 Histograms

2.6 Scatter Diagrams

2.7 A3 Report

Chapter 3 - Quality Management System

3.1 Process approach

3.2 Standard NP EN ISO 9001:2015

Chapter 4 - Quality Audits

4.1 The quality certification process

4.2 Classification of audits

4.3 Audit methodology

Chapter 5 – Continuous Improvement

5.1 Implementation of the 5S Methodology

Recommended Bibliography

APCER(2015). Guia do utilizador ISO 9001:2015.

Fonseca,L.,Domingues, J.P..(2018).Empirical Research of the ISO 9001:2015 TransitionProcess in Portugal: Motivations, Benefits, and Success Factors.Quality InnovationProsperity,22/2,DOI: 10.12776/QIP.V22I2.1099.

NP EN ISO 9000:2015 “Sistemas de gestão da qualidade. Fundamentos e vocabulário”. InstitutoPortuguês da Qualidade: Lisboa, Portugal.

NP EN ISO 9001:2015 “Sistemas de gestão da qualidade. Requisitos”. Instituto Português daQualidade: Lisboa, Portugal

Sampaio, P. (2008). “Estudo do Fenómeno ISO 9000: Origens, Motivações, Consequências ePerspectivas. Universidade do Minho,Braga.

Sampaio,P., Saraiva, P.. (2011).Qualidade e as Normas ISO 9000:Mitos, Verdades eConsequências. Verlag Dashöfer.

Sampaio, P., Saraiva, P.,Monteiro, A..(2012).ISO 9001 certification pay-off: myth versus reality.International Journal of Quality Reliability Management, Vol. 29,Iss: 8,891–914,DOI:10.1108/02656711211270351.

Learning and Teaching Methods

1. Describe the evolution of the concept of quality - chapter 1 and chapter 3

2. Indicate organizations of the Portuguese Quality System - chapter 1 and chapter 3

3. Describe the process of implementing and certifying a quality management system - Chapter 3 and Chapter 4

4. Recognize the various types of audit - Chapter 4

5. Properly use quality tools - Chapter 3

6. Define and apply methodologies to implement a quality management system - Chapter 2 and Chapter 3

7. Know the continuous improvement process - Chapter 5

Assessment Methods

Continuous evaluation

- Project (100%)

- The minimum value is 9.5 values (on a scale of 0-20 values).

- The student is approved when the final grade is higher or equal to 9.5 values.

Supplementary exam evaluation:

- Project (100%)

- The minimum value is 9.5 values (on a scale of 0-20 values).

- The student is approved when the final grade is higher or equal to 9.5 values.