

POLI ESCOLA SUPERIOR TECNOLOGIA GESTÃO TÉCNICO GUARDA	SUBJECT DESCRIPTION	MODELO PED.013.03
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Course	Human Resources Management					
Subject	Quality Management					
Academic year	2023-2024	Curricular year	2nd	Study period	1st semester	
Type of subject	Compulsory	Student workload (H)	Total:140	Contact: 60	ECTS	5
Professor(s)	Dina Teixeira PhD.					
<input checked="" type="checkbox"/> Area/Group Coordinator <input type="checkbox"/> Head of Department	(select)	Amândio Baía PhD.				

PLANNED SUBJECT DESCRIPTION

1. LEARNING OBJECTIVES

It is intended that students: Develop a critical sense in relation to Total Quality; Incutam the idea that quality is an essential tool for business survival; Know the principles, concepts and basic criteria of quality, quality management systems and total quality; Meet the requirements of the NP EN ISO; uncomfortable apply the techniques and concepts of control charts creating a productive environment and identify processes and continuous improvement methodologies.

2. PROGRAMME

Total Quality Management
 Quality and Competitiveness
 How to implement Total Quality
 Standardization in Company
 Certification Companies
 Processes
 Techniques to Improve Quality
 Control Tables for Variable
 Control Tables for Attributes
 Acceptance sampling batch Attribute
 Acceptance sampling systems

3. COHERENCE BETWEEN PROGRAMME AND OBJECTIVES

This course, developed through the syllabus, aims to equip the student with knowledge in the area of quality, in order to integrate it in organizations.
 In particular, the content aims to prepare students to sensitize them to the need of know-how, in instrumental and operational field.

4. MAIN BIBLIOGRAPHY

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- ISO 14001, ISSO 14004 ISSO, Geneve.
- James A R, R Edward, Daniel R e Gilbert T, Management, Prentice-Hall, 2ªEdição, 1995.
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- Pires, A Ramos, Qualidade-Sistemas de Gestão de Qualidade, 2ªEdição, Edições Silabo, 2007.
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5. TEACHING METHODOLOGIES (INCLUDING EVALUATION)

The methodology used in the course is based on theoretical and practical training principles, namely: Lectures; Group work; Debate; Individual research; Case Study.

Evaluation Rules

In the Assessment, students can choose to:

- Continuous evaluation

The Continuous Assessment will result from the completion of a frequency whose weighting is 70% of the final grade and solving cases during classes with a weighting of 30% of the final grade.

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In the frequency, a classification equal to or greater than 7 values must be obtained (minimum grade). If this grade is not obtained, the student will be excluded from this type of assessment and sent for examination.

The Final Grade (NF) will be the result of the arithmetic average of the grades obtained in the different elements that make up the assessment.

- Exam – Students who have not opted for Continuous Assessment or who have not obtained a minimum score of 10 (ten) will be subject to examination.

6. COHERENCE BETWEEN TEACHING METHODOLOGIES AND OBJECTIVES

It seeks to explain the matter clearly and concisely, using the lecture method and the participation of students. Relates to organizational theory with reality, using case studies. Students are guided through readings and conducting a job in order to apply the acquired knowledge in a real context.

The lecture method is a teaching method focused on content, the oral transmission of information and knowledge. The structure, sequence and type of contents are defined by the teacher. This method is considered the most appropriate and most effective solution to achieve the training objectives defined above.

With the Case Study Method is proposed to solve problems that require the student to discover for yourself the possible alternative solutions. The student is the prime mover in seeking information, knowledge and other components of this methodology. The advantage of the method is to teach students to learn. The teacher becomes a mentor, facilitator, supporting students in the process of resolving cases. Students in their attempt to solve the cases, learn the material taught

DATE

18 de setembro de 2023

SIGNATURES

Area/Group Coordinator

(signature)

Professor

(signature)