

SUBJECT:	Documentation and Audit of Quality Systems		
HOURS:	25	ECTS:	4
semester	winter	Academic year	3

Name/title of the author:	Piotr Kafel, PhD														
Course Description:	This course is designed to introduce and discuss various types of documentation of quality management system according to ISO 9001. The course will emphasize discussion on quality management system requirements in the documentation, records and audit. Student will be ready to prepare documentation of ISO 9001 system - quality policy, quality manuals. Moreover students will learn about quality audits described in ISO 19011.														
Learning Outcomes (Goals and Objectives of the course):	<ul style="list-style-type: none">• Prepare documentation (obligatory documentation) of ISO 9001 system.• Explain the role of an auditor to plan, conduct, report and follow up a quality management system audit in accordance with ISO 19011.• Plan, conduct, report and follow up an audit in accordance with ISO 19011 and by interpreting ISO 9001.														
Entrance qualifications:	Quality Management														
Course Content:	<ul style="list-style-type: none">• The terms of documentation and audit.• Types of documents in ISO 9001 system.• Audit types.• The concepts of internal audit in ISO 9001 system.• Quality management standards.• Accredited certification and auditor certification.• Audit planning.• Conducting the audit.• Reporting and follow up the audit.														
Assessment policy (examination):	<table><tr><th>Item</th><th>Weight</th><th>Due date</th></tr><tr><td>Class Participation/Presence</td><td>25%</td><td>The end of each lecture</td></tr><tr><td>Assignments and presentations</td><td>30%</td><td>Presentation schedule</td></tr><tr><td>Final examination</td><td>45%</td><td></td></tr></table>			Item	Weight	Due date	Class Participation/Presence	25%	The end of each lecture	Assignments and presentations	30%	Presentation schedule	Final examination	45%	
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<p>Presence. Students are required to attend lectures and classes at least 75% of total lectures/classes held. Any violation against this rule may cause the ineligibility to get a final grade.</p>															
<p>Lecture/class participation. Students are highly expected to contribute ideas, thoughts, experiences, and arguments to the class discussion. Although overviews of key points and issues will be provided, I strongly recommend that students comprehend the materials in details, raise questions and ideas and create a "lively" class.</p>															
<p>Assignments and presentations. Students will be randomly distributed into groups. Besides functioning as a discussion forum, the group has tasks to analyse cases and facts assigned by the lecturer, and present it before all participants. The cases may be taken from textbooks; either can they be real cases acquired from various sources. It is expected that in the presentation, students show business/documentation problems, their</p>															

	<p>alternative solutions, and arguments. Each assignment should be submitted in the format of a presentation.</p> <p>Late submissions will not be accepted without the prior approval of the lecturer. All requests for extensions should be directed to Piotr Kafel by e-mail: piotr.kafel@uek.krakow.pl least one week before the due date for submission. Extensions will be granted for medical reasons upon receipt of a medical certificate, or in exceptional circumstances in consultation with the lecturer.</p> <p>Examination. Final test is to examine students' knowledge and understanding of concepts learnt in the lectures.</p>
Course materials/bibliography:	<p>Each student will receive a complete set of course hand-outs.</p> <p>ISO 9001:2008 Quality management. Requirements ISO 19011:2011 Guidelines for auditing management systems ISO-TR 10013:2001 Guidelines for quality management system documentation www.iso.org</p> <p>Relevant articles and case studies acquired from journals and magazines, especially those related to quality management concepts and practices.</p>
Methods of Instruction:	Lecture, presentations, self-studying, case study.
Notes / suggestions:	-