

Unidade Curricular: Management Systems

Área Científica: EG

Duração: Semestral

Horas de trabalho: 162

Horas de contacto: 60

ECTS: 6

Docente Responsável: António Victor Carreira de Oliveira

Learning outcomes of the curricular unit

The curricular unit (UC) has as learning objectives within the scope of the management systems, namely, Quality, Environment and Safety, the following: 1.To know the relevant standards, legislation and tools; 2.To know the methodologies of development and of the implementation of the management systems including their integration; 3. To know the methodology of the audit to the management systems and applicable references; 4.To have competence in management systems that allow the application of acquired knowledge to real cases, to any type of social organization, whether public or private, industry or services, which allows them: - analyze the management systems of an organization; - select and propose the most appropriate methodology for the development and implementation of management systems; - audit the degree of compliance with management system requirements; and - assess the effectiveness of management systems.

Syllabus

1. Strategic management of organizations: Mission. Vision. SWOT Analysis. Goals.
2. Management by processes.
3. Legislation. Industrial licensing. Environmental licensing.
4. Management tools.
5. Portuguese Quality System (SPQ).
6. Quality Management Systems: Series Standards NP EN ISO 9000.
7. Environmental Management Systems: Standard NP EN ISO 14 001. Relevant legislation.
8. Safety Management Systems. Standards ISO 45001:2018. Relevant legislation.
9. Integrated Management Systems - Development, implementation and Certification methodologies.
10. Internal Audit of Management Systems.
11. Case studies: Public and private organizations. Industrial and service organizations.
12. Alignment of Integrated Management Systems with Culture and Business Strategy of Organizations.
13. Ethics and Social Responsibility of Organizations: Framework and normative references.

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

The learning objectives are achieved through the relevance of the syllabus contents to be taught, concomitantly with expositive and active/participative teaching methodologies. The use of the expository method aims to introduce concepts and tools for students to acquire in a consistent and structured way the theoretical foundations. The use of active/participative methodologies adopts the format of conducting individual and group business case studies, followed by a discussion to explore and assimilate the relevant contents of the subject. Students are encouraged and supported in the search of business information of relevant

companies and other organizations considered good examples in order to allow them to consolidate the subject and the learning process. The work in group to be developed with a focus on a business case study through the holistic approach provides a full demonstration of the coherence of the contents taught, with the objectives of learning the curricular unit.

Teaching methodologies (including evaluation)

The teaching methodologies adopted at UC are as follows: - expository to present concepts and tools; - active/participatory through the presentation and structuring of solutions based on business case studies and other organizations. The assessment of knowledge shall comprise the following evidence: Regime -Continuous assessment - three mandatory tests: - An Individual Written Exam (PT) (20% of final classification (NF)). - Two Practical Work (TP 1 and TP2) to be carried out in a group with presentation of the respective reports. The TP1 contributes 20% of the final classification (NF). The TP2 should result in a written report and in its presentation / discussion (60% of the final classification (NF)). The minimum classification of PT and TP is 10 values. Approval is obtained with minimum NF of 10 values. $NF = 0.2 PT + 0.2 TP1 + 0.6 TP2$ Regime - Examination Scheme (E) - oral assessment including all subject matter. A minimum classification of E for approval is 10 values.

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

The learning objectives of the curricular unit are achieved through expository and active / participative teaching methodologies. The use of the expository method aims to introduce the concepts and the necessary tools so that the students acquire in a consistent and structured way the theoretical foundations. The use of active and participative methodologies adopts the format of conducting individual and group business case studies, followed by discussion of issues that allow students to explore and assimilate the relevant contents of the subject matter. Students are stimulated and supported in the search of business information of relevant companies and considered good examples in order to enable them to consolidate the subject and the learning process. The two practical works in group to be carried out with a focus on business cases studies provides the full demonstration of the coherence of the contents taught with the learning objectives of the curricular unit.

Mandatory consultation/existence bibliography:

- 1.G. Santos, Sistemas Integrados de Gestão - Qualidade, Ambiente e Segurança, 3ª Edição, Engebook, 2018. ISBN 9789897232732.
- 2.NP EN ISO 9000:2015 - Sistemas de Gestão da Qualidade. Fundamentos e Vocabulário.
- 3.NP EN ISO 9001:2015 - Sistemas de Gestão da Qualidade. Requisitos.
- 4.NP EN ISO 14001:2015 - Sistemas de Gestão Ambiental. Requisitos e linhas de orientação para a sua utilização
- 5.Norma ISO 45001:2018 - Sistemas de Gestão Segurança e Saúde no Trabalho. Requisitos e linhas de orientação para a sua utilização
- 6.S. Teixeira, Gestão Estratégica, Escolar Editora, 2011. ISBN 9789725923009.