

**Code: 1502 Food Quality Systems****Degree:** 2<sup>nd</sup> cycle – Food Science and Engineering**Curricular Year:** 1<sup>st</sup>**Credits:** 6 ECTS**Semester Course:** 2<sup>nd</sup>**Compulsory****Language:** Portuguese/English**Responsible:** Margarida Gomes Moldão Martins**Other lecturer(s):** -**Web Site:** <http://www.isa.utl.pt/home/node/3842>**1. Contact hours:****Lecture/Practicals 70 Others 14 Total 84****2. Objectives:**

- Fundamentals of quality control and improvement.
- Quality in a business context. Portuguese and European Systems of Quality.
- The different possible certifications. Importance to business relationships.
- The requirements for implementation of Quality Management Systems.
- Models and the most useful methods for assessing quality

**3. Programme:**

1. Quality: Introduction
  - Concepts and models
  - Quality and business strategies
  - Quality Management: Fundamentals and New Challenges
2. Portuguese Quality System / European Quality System
3. Food Quality Systems
  - Food Safety Systems
  - Implementation of Quality Management Systems
  - Procedures and Processes involved: Commercial / Product Planning, Design and Development/ Manufacturing Engineering/ Distribution / Customer service
  - Improvement / Management
  - Applicable Standards - ISO 9000:2000 Series
4. Quality Improvement Programs - Total Quality System
5. Quality Assessment: quality costs
6. Application to the food sector: case studies

**4. Bibliography:****Main Bibliography**

- G. Juran, *Quality Control Handbook*, McGraw-Hill, 1974  
Oliveira, O. J.: 2006, *Gestão da Qualidade – Tópicos Avançados*, Pioneira Thomson, São Paulo  
D. Besterfield, *Quality Control*, Prentice Hall, 1994  
A.M.R. Pires, *Qualidade - Sistemas de Gestão da Qualidade – 2.ª ed.*, Edições Sílabo, 2000  
Normas Aplicáveis

**Other Bibliography**

- J. Hradesky, *Aperfeiçoamento da Qualidade e da Produtividade*, McGraw-Hill, 1990  
Leavenworth, *Statistical Quality Control*, McGraw-Hill, 1990

**5. Assessment:**

Written Assessment 60%

Group Work 40%

**6. Estimated Workload:**

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| 168 | Hours |
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**7. Last Update:**

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| 19/7/2010 |
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