

# The Hong Kong Polytechnic University

## Subject Description Form

<b>Subject Code</b>	LGT5159
<b>Subject Title</b>	Implementation and Auditing of Quality Management Systems
<b>Credit Value</b>	3
<b>Level</b>	5
<b>Normal Duration</b>	1-semester
<b>Pre-requisite/Co-requisite/ Exclusion</b>	ISE509 Auditing & Registration of Quality Systems
<b>Role and Purposes</b>	The course introduces students to the principles and techniques of implementing and auditing several popular management systems with respect to concerns on compliance and organizations' improvement needs.
<b>Subject Learning Outcomes</b>	Upon completion of the subject, students will be able to a. understand the principles and requirements of management systems including ISO 9000, ISO 14000 and OHSAS 18000 /ISO 45000. b. understand the auditing and management review techniques to identify the nonconformities of different systems. c. understand the implementation strategy and methods of new quality management systems.
<b>Subject Synopsis/ Indicative Syllabus</b>	<p><b>Integrated Management Systems</b> Principle of management systems, process and plan-do-check-act cycle.</p> <p><b>ISO 9000 Standard</b> Approaches to quality management; ISO 9000 series of standards, structure, and basic concepts; process approach; its relationship with TQM.</p> <p><b>ISO 14000 Standard</b> Principles of ISO 14001; preparatory environmental review, environmental policy, planning, implementation and operation; checking and corrective actions; management review.</p> <p><b>OHSAS 18000 / ISO 45000 Standards</b> Principles of ISO 18001 /ISO 45001; OH&amp;S management system model; OH&amp;S policy; planning, implementation and operation, management reviews.</p> <p><b>Risk-based Thinking</b> Principles, methods and tools of ISO 31000; risk assessment and management in quality, environment, and occupational health and safety .</p> <p><b>Management System Audits</b> Principles of auditing; managing an audit program; performing an audit;</p>

	competence and evaluation of auditors. <b>Registration of Management systems</b> Principles of certification registration; post certification obligations; typical problems and factors of successful registration and continuous implementation.							
<b>Teaching/Learning Methodology</b>	Concepts and techniques will be introduced through lectures. Professional seminars featuring guest speakers from registration bodies, consultants, or QM practitioners will be organized. Students are required to apply the knowledge and skills to solve the implementation and auditing problems in the form of case studies or exercises.							
<b>Assessment Methods in Alignment with Intended Learning Outcomes</b>	Specific assessment methods/tasks		% weighting	Intended subject learning outcomes to be assessed				
				a	b	c		
	1. Individual assignment		25%	✓	✓	✓		
	2. Group project		25%	✓		✓		
	3. Examination		50%	✓	✓	✓		
	Total		100%					
<b>Student Study Effort Expected</b>	Class contact:							
	▪ Lectures / Tutorials						39 Hrs.	
	Other student study effort:							
	▪ Reading and doing assignment and group project						87 Hrs.	
	Total student study effort						126 Hrs.	
	<b>Reading List and References</b>	1. ISO 9000: 2015, ISO 14000: 2015, OHSAS 18000:2007, ISO 19011: 2011, ISO 31000:2009 (Latest revision) 2. Dentch, M.P. (2016). The ISO 9001:2015 Implementation Handbook: Using the Process Approach to Build a Quality Management System, ASQ Quality Press. 3. Dentch, M.P. (2016). The ISO 14001:2015 Implementation Handbook: Using the Process Approach to Build an Environmental Management System, ASQ Quality Press. 4. Hoyle, D. (2018). ISO 9000 Quality Systems Handbook, 7 <sup>th</sup> Editions,						

Routledge.

5. Merrill, P. (2009). *Do it Right the Second Time: Benchmarking Best Practices in the Quality Change Process*, 2<sup>nd</sup> ed., ASQ Quality Press.
6. Tricker, R. (2017). *ISO 9001:2015 for Small Business*, Routledge.
7. Web Sites: [www.iso.org](http://www.iso.org); <http://www.bsigroup.hk>