**TITLE: Quality Management Systems**

**Teaching/contact time: 12.5 hours**

**Total time: 25 hours**

**ECTS: 1**

**REFERENCE PARTNER INSTITUTION: Agricultural University of Athens**

**Target group**:

* Staff of food industries and food related companies involved in quality and food safety management or with responsibilities in operational areas such as in production.
* Professionals or students in their final years of degree with interest in quality and food safety and background in food related areas.
* Staff from Jordanian universities with knowledge / activities related to quality and food safety issues

1. **Learning outcomes:**

Trainees will:

* Understand the rationale for QMS.
* Understand the typical structure of ISO 9001:2015
* Understand the ten clauses of ISO 9001:2015.
* Understand purpose and benefits of a Food Safety Management System.
* Understand purpose, benefits and structure of ISO 22000:2005.
* Understand purpose, benefits and structure of revised ISO 22000 as an impact of ISO 9001:2015.

1. **Minimum knowledge pre-requisites**

Minimum requirements: i) Basic knowledge in quality management principles & Systems

Additional preferential requirements: i) Bachelor Degree or Master Degree in food related areas; ii) knowledge in quality and/or food safety management systems (such us: ISO 9001, ISO 22000, IFS, BRC).

1. **Contents**

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| ***Module no.*** | ***Type of session*** | ***Duration*** | ***Sub-topic*** | ***Contents and/or keywords*** | ***Partner institution / reference person (availability)*** |
| ***S1.1*** | ***Synchronous*** | ***1 hour*** | ***Section 1 – ISO 9001:2015 Standard***   * 1. ***Introduction - Basic Definitions***   2. ***Development of the ISO 9001 over time***   3. ***Structure of the Standard - The seven Quality Management Principles*** | ***Concept – Definitions – History – PCDA – Seven Management Principles*** | ***Evangelia Daratsanou*** |
| ***S1.2*** | ***Synchronous*** | ***1hour*** | ***Section 1 – ISO 9001:2015***  ***1.4 Clause 0-3 – Introduction and scope of the standard***   * 1. ***Clause 5 – Context of the organization*** | ***Standard’s Requirements – Analysis/Actions – Documentation Examples/Evidencing*** | ***Lampros Sakkas*** |
| ***S1.3*** | ***Synchronous*** | ***1hour*** | ***Section 1 – ISO 9001:2015***  ***1.6 Clause 5 –Leadership***   * 1. ***Clause 6 – Planning***   2. ***Clause 7 – Support*** | ***Standard’s Requirements – Analysis/Actions – Documentation Examples/Evidencing*** | ***E. Daratsanou*** |
| ***S1.4*** | ***Synchronous*** | ***1,5hours*** | ***Section 1 – ISO 9001:2015***   * 1. ***Clause 8 – Operation*** | ***Standard’s Requirements – Analysis/Actions – Documentation Examples/Evidencing*** | ***Nestor Papanikolaou*** |
| ***S1.5*** | ***Synchronous*** | ***1,5hours*** | ***Section 1 – ISO 9001:2015***   * 1. ***Clause 8 – Operation*** | ***Standard’s Requirements – Analysis/Actions – Documentation Examples/Evidencing*** | ***Nestor Papanikolaou*** |
| ***S1.6*** | ***Synchronous*** | ***1 hour*** | ***Section 1 – ISO 9001:2015***   * 1. ***Clause 9 - Performance evaluation***   ***1.12 Clause 10 – Improvement*** | ***Standard’s Requirements – Analysis/Actions – Documentation Examples/Evidencing*** | ***Lampros Sakkas*** |
| ***S1.7*** | ***Synchronous*** | ***1 hour*** | ***Section 1 – ISO 9001:2015***   * 1. ***Major changes on ISO 9001:2015***   2. ***Steps to be undertaken for the Implementation of the System*** | ***High Level Structure, Risk Management, Documents flexibility, Stakeholders, Top Management Engagement, Customer Satisfaction Improvement*** | ***E. Daratsanou*** |
| ***S1.8*** | ***Synchronous*** | ***1,5 hours*** | ***Section 1 – ISO 9001:2015***  ***Case Studies – Review Exercises*** | ***(Contents 1.5 – 1.12)*** | ***Nestor Papanikolaou*** |
| ***A1.1*** | ***Asynchronous*** | ***9 hours*** | ***Section 1 – ISO 9001:2015***  ***Study and resolution of the evaluation exercises*** | ***(Contents 1.5 – 1.12)*** |  |
| ***S1.9*** | ***Synchronous*** | ***1 hour*** | ***Section 1 – ISO 9001:2015***  ***Discussion / Solution of the evaluation exercises*** | ***Contents 1.5 – 1.12)*** | ***Nestor Papanikolaou*** |
| ***S2.1*** | ***Synchronous*** | ***1 hour*** | ***Section 2– The Impact Of ISO 9001:2015 On ISO 22000 And Food Safety Management Systems***   * 1. ***Food Safety Management Systems/Definition of ISO 22000***   2. ***Impact of ISO 9001:2015 on ISO 22000*** |  | ***Lampros Sakkas*** |
| ***S2.2*** | ***Synchronous*** | ***0.5 hour*** | ***Section 2– The Impact Of ISO 9001:2015 On ISO 22000 And Food Safety Management Systems***  ***Review Exercises*** | ***(Content 2.1 & 2.2)*** | ***Lampros Sakkas*** |
| ***A2.1*** | ***Asynchronous*** | ***3,5 hours*** | ***Section 2– The Impact Of ISO 9001:2015 On ISO 22000 And Food Safety Management Systems***  ***Study and resolution of the evaluation exercises*** | ***(Content 2.1 & 2.2)*** |  |
| ***S2.3*** | ***Synchronous*** | ***0.5 hour*** | ***Section 2– The Impact Of ISO 9001:2015 On ISO 22000 And Food Safety Management Systems***  ***Discussion / Resolution of the evaluation exercises*** | ***(Content 2.1 & 2.2)*** | ***Lampros Sakkas*** |

**4. Teaching material available/to be prepared**

(*for some topics/subtopics e-books, posters and videos are already under preparation (WP1).*

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|  | ***Sub-topic*** | ***Teaching material available (see WP1)\**** | ***Teaching material to be prepared*** | ***Partner institution*** | ***reference person (availability)*** |
| 1 | ISO 9001:2015 Standard | Quality management systems (ISO 9001:2015)-ebook | ppt presentations, articles, case studies, exercises | AUA | Evangelia Daratsanou  Nestor Papanikolaou  Lampros Sakkas |
| ***2*** | The Impact Of ISO 9001:2015 On ISO 22000 And Food Safety Management Systems | Quality management systems (ISO 9001:2015)-ebook | ppt presentation, articles, exercises | AUA | Lampros Sakkas |

**Evaluation: self-evaluation**

Evaluation will be based either: in multiple choice questions or short questions based on short case-studies and/or situation for identification of deviations concerning standards requirements and grading of the non-conformities.

For each one of the two sections of the course, evaluation exercises will be available for resolution at the beginning of the first session of that section.

Resolution of the evaluation exercises of each section has to be submitted up to 7 days after the last synchronous training session of the section was finished (excluding the sessions of “Discussion /solutions of evaluation exercises”).