

Oporto Training Week (17-21, April, 2017)		
Saturday/Sunday	N/A	Participants arrive to Oporto
Monday, 17 th April (P&B training) local: hotel meeting room	09:00-17:00	Quality Management Systems (P&B) – (more details next page)
Tuesday, 18 th April (P&B training) local: hotel meeting room	09:00-17:00	Quality Management Systems (P&B) - (more details next page)
Wednesday, 19 th April (HEI best practices & Networking) local: UPT university facilities	10:30-11:30 11:45-12:15 12:30-13:30 13:30-17:00	training #1: webQDA – Qualitative Data Analysis Software – Pedro Costa, PhD UPT - Partner University International Office/Student Internships visit Training Lunch at UPT organize by Hospitality management bachelor students Oporto Tour Guide with a History of Portuguese Art Professor – Mário Cunha, PhD
Thursday, 20 th April (Local Industrial R&D & training) local: ISPAB institute facilities	09:00 10:00-10:30 10:30-11:30 11:45-12:30 12:40-13.15 13:40-15.00 15:15-16:00 16:30-17:30 17:30-18:30 19:00	hotel pickup Welcome session by the Santa Maria da Feira town mayor Europarque tour –BIZ FEIRA and LENITUDES Oncology Center Visit to GRANORTE - cork company IEFP Professional center visit Lunch time Santa Maria da Feira Castle sightseeing training #2– Customer Management and customer services: Higher Education Perspective and challenges – José Machado, PhD training #3 – Learning Management System (Moodle platform) – Pedro Valente, PhD Return to hotel

Friday, 21th April (ISPAB Training at Porto) local: hotel meeting room	09:30-11:15	Training #4: Modern Strategies in Teaching – Maria de Nascimento, PhD
	11:30-12:15	Training #5: Sales and Marketing Skills – Joaquim Marques, MSc
	12:30-13:00	Transportation (waiting for confirmation)
	13:00-16:30	Douro Boat Lunch (waiting for confirmation)
Saturday	N/A	Departure Day
Contact Persons:		
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TRAINING PROGRAMME IN QUALITY MANAGEMENT SYSTEMS

17TH AND 18TH APRIL 2017 (09:00 TO 17:00)

PORTO - PORTUGAL

ORGANISED BY: PAULO & BEATRIZ – CONSULTORES ASSOCIADOS, LDA (P&B)

TRAINERS: PAULO BAPTISTA AND MARIA MARQUES

PROGRAMME

DAY 1 (17TH APRIL 2017)

Module 1 – Concept of Quality

Module 2 – Overview: Principles of QMS; Terminology

Module 3 – ISO 9001 – General: Historical of ISO 9001; ISO 9000, ISO 9001, ISO 9004

Module 4 – Interpretation and Documentation of the Context of the Organization: Interested Parties, Scope, Process Mapping

Module 5 – Interpretation and Documentation of Leadership: Commitment; Quality Policy; Roles & Responsibilities

DAY 2 (18TH APRIL 2017)

Module 6 – Interpretation and Documentation of Planning: Risk Management; Quality Objectives; Management of Change

Module 7 - Interpretation and Documentation of Resources: People; Infrastructure; Process Environment; Monitoring & Measurement; Knowledge Management; Competence; Awareness; Documented Information

Module 8 - Interpretation and Documentation of Operation: Planning and Provision of Services; Control of External Providers; Release and Control of Non-Conforming

Module 9 - Interpretation and Documentation of Performance Evaluation: Customer Satisfaction; Internal Audit; Management Review

Module 10 - Interpretation and Documentation of Improvement: Improvement; Non Conformity and Corrective Action; Continual Improvement