



UNIVERSITÀ
DEGLI STUDI DI MILANO-BICOCCA

SYLLABUS DEL CORSO

Sistemi di Gestione Industriale e di Certificazione

2021-3-E2702Q104

Aims

Joining fundamental concepts of the main national and international certified management systems for quality, environment, occupational safety, social accountability and food safety. Dealing with practical cases in the operational context of the chemical companies.

Contents

Management systems, definitions and application, national and international standards. Management systems for quality (UNI EN ISO 9001), quality control and statistical tools. Environmental management systems (UNI EN ISO 14001). Occupational Safety (UNI EN ISO 45001). Root cause analysis for claims and incidents. Food safety management systems (ISO 22000). Social Accountability SA8000. Audit of management systems.

Detailed program

Introduction to management systems and certification, national and international standards, ISO900x series. Adoption of a certified management systems; the role of Accredia and of the national certification bodies. Integrated management systems. The concept of quality and its evolution over time. Management systems for quality (ISO 9001), quality control and statistical tools. Environmental management systems (ISO 14001); *Responsible Care programme* for chemical companies. Occupational Safety (OHSAS 18001). Food safety management systems (ISO 22000), HACCP method, control critical points. Social Accountability SA8000. Elements of industrial risk management. Audit.

Prerequisites

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Teaching form

In compliance with specific anti pandemic protocols, during the Covid19 emergency, classroom and exercises will be handled in remote mode through Google Hangouts platform.

Textbook and teaching resource

Professor's slides.

ISO standards (www.uni.it ; www.iso.org)

Accredia guidelines (www.accredia.it)

Responsible Care guidelines

L. Pavletic, Le nuove norme sui sistemi di gestione per la qualità (UNI EN ISO 9001:2015) e Gestione Ambientale (UNI EN ISO 14001:2015); Franco Angeli

M. Sartor, Qualità – La gestione, gli strumenti, i metodi e le migliori esperienze; Gruppo 24Ore

D.C. Montgomery, Controllo statistico della qualità; McGraw-Hill

A. Chiarini, La conduzione degli audit; Franco Angeli

Linee guida per l'integrazione dei sistemi di gestione dell'ambiente e della sicurezza e salute sul lavoro nelle piccole e medie imprese; ISPESL

Semester

First semester

Assessment method

Oral examination performed by questions on the topics of the course in reference to the teacher's slides and to the applicative cases discussed during classrooms. During Covid19 emergency period, all the exams will be handled in remote mode through the Google Hangouts platform

Office hours

Everyday, upon reservation by e-mail
