Syllabus
EIN 4178 (formerly EIN 4933) ISO 9000/14000

3 credit hours - counts as an elective for the BSIE degree in the IMSE Department

Instructor: Frank Cain
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Office: ENC 1207
Telephone: 727-530-0850 (H), 727-560-4841 (C)
Office hours: TBD

Required Textbook and Materials:
ISO 9000 and ISO 14000 Standards;

Course Description:
This course provides an analysis of ISO 9000 and ISO 14000 publications with a view towards understanding the documentation process and auditing for registration purposes and the relationship to the quality systems and programs.

Objectives:
Students will gain an understanding of ISO management systems, why they are important, what they contain, why companies seek registration and some of the key clauses which must be embraced for the management systems to be successful; such as auditing, root cause and corrective action, management buy-in, and management review and analysis of data.

Achievement of objectives will be measured by the student’s ability to:
Students will demonstrate their understanding and mastery of the material and what it takes to be compliant with ISO 9000/14000 through a series of mock audits, which include generating a report with recommendations for corrective actions. Specific details of their knowledge on the regulations, reasons for obtaining certification, and the audit process will also be demonstrated via the midterm and final exam.

Prerequisites: None

Course Topics:
Session 1
Introduction to ISO standards
ISO 9000 / ISO 14000
Reasons for Registration
Registration Process / Findings
Certified Auditor Credentials
Corrective / Preventive Action Processes

Session 3
ISO 9000 Quality Management System
Plan-Do-Check-Act
Requirements
Walk the ISO 9001 Standard
Recognize Requirement Clauses
Work Case Studies

Session 4
ISO 14000 Environmental Management
Plan-Do-Check-Act
**Requirements**
- Walk the ISO 14001 Standard
- Recognize Requirement Clauses
- Work Case Studies

**Session 5**
- Midterm Exam
- Root Cause & Corrective Action
- What is an Event?
- Cause Chain
- Corrective Actions
- Containment
- Specifying “Effectivities”
- C/A Implementation & Effectiveness

**Session 6**
- Auditing Process
- First/Second/Third-Party Audits
- Pre-Audit Preparations
- Conducting an Audit
- Post Audit Report
- Findings
- Auditor and Auditee Attributes
- Mock Audit

**Session 7**
- Introduction to audit report templates and how to complete them

**Session 8**
- Management Review
- Objectives and Targets
- Analysis of Data

**Detailed course Outline:** A detailed course outline that includes lectures, assignment deadlines, office hours, grading policies and expectations, and exam dates will be posted online.

**Grading:** Grades for this course will be comprised of the following breakdown of assignments and assessments:

<table>
<thead>
<tr>
<th>On Campus</th>
<th>Distance Learning</th>
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<tbody>
<tr>
<td>Class Participation</td>
<td>Discussion Board Questions</td>
</tr>
<tr>
<td>Class Mock Audit</td>
<td>Audit Process Quiz</td>
</tr>
<tr>
<td>Midterm Exam</td>
<td>Midterm Exam</td>
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<tr>
<td>Final Exam</td>
<td>Final Exam</td>
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<tr>
<td>Total Grade</td>
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</tbody>
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**Grading scale:**

<table>
<thead>
<tr>
<th>Grade</th>
<th>On Campus</th>
<th>Distance Learning</th>
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<tbody>
<tr>
<td>A+</td>
<td>91-100</td>
<td>90-92</td>
</tr>
<tr>
<td>B+</td>
<td>87-89</td>
<td>80-82</td>
</tr>
<tr>
<td>C+</td>
<td>77-79</td>
<td>70-72</td>
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<tr>
<td>D+</td>
<td>67-69</td>
<td>60-62</td>
</tr>
<tr>
<td>F</td>
<td>0-59</td>
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</tbody>
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**Policies:**

- Attendance is expected at all class sessions. Please email the instructor if you have to miss a class for a major reason.
- Students who anticipate the necessity of being absent from class due to a religious day observance must provide notice of the date(s) to the instructor, in writing, by the second class meeting.
- Always be on time to class.
• Be courteous to your fellow classmates and your instructor. During class time, please turn off or set all cell phones in vibration mode. If you need to take a phone call please leave the classroom.
• Classes will be transmitted through Elluminate for Distance Learning students. You may either connect in real-time and participate in the live session or watch the recorded session at a later time.
• Students are responsible for all information conveyed during class and on CANVAS (Learn.USF Portal).
• Assignment due dates are included in the course schedule and posted on Blackboard with each assignment. It is the student’s responsibility to learn and track these postings.
• All reports must be handed in on the scheduled due date. No late reports will be accepted.
• Communication in the course will be done through official electronic means: USF assigned email address and the course web site in the USF portal (https://learn.usf.edu). It is the student’s responsibility to make sure they are receiving their official USF email.
• All students in the College are required to have access to a laptop.
• If you are a distance learning student you will need a computer microphone and headset.
• Students who copy or provide material to others to copy, or who show dishonesty in their work as described in the university catalog, will be subject to disciplinary action, typically the receipt of an F in the course, but also possible dismissal from the program.
• Students who are absent on the first day of class from the live lecture section, and do not contact the instructor prior to the first class, may be marked absent and are subject be being automatically dropped from the class per the university’s first day attendance policy.