



Information about the subject

Degree: Bachelor of Science Degree in Business Administration and Management

Faculty: Faculty of Legal, Economic and Social Sciences

Code: 302007 **Name:** Quality and Environment Management

Credits: 6,00 **ECTS Year:** 3 **Semester:** 1

Module: Business Organization and Management

Subject Matter: Business Management **Type:** Elective

Department: -

Type of learning: Classroom-based learning / Online

Languages in which it is taught: Spanish

Lecturer/-s:

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Module organization

Business Organization and Management

Subject Matter	ECTS	Subject	ECTS	Year/semester
Business Organisation	24,00	Entrepreneurship and Business Initiative	6,00	4/1
		Human resources management	6,00	3/1
		Strategic Management and Company Policy	6,00	4/1
		Strategies for Business Growth	6,00	4/2
Business Management	18,00	Creativity and Management of Innovation	6,00	4/2
		Quality and Environment Management	6,00	3/1
		Social Responsibility of Company	6,00	4/2
Company	12,00	Business Organisation and Management	6,00	2/2
		Fundamentals of Business Management	6,00	1/1

Recommended knowledge

There are no prerequisites. However, it is very convenient to have previously passed the courses "Fundamentals of Business Management" and "Management and organisational systems" allocated in the first and second year of the degree.



Learning outcomes

At the end of the course, the student must be able to prove that he/she has acquired the following learning outcomes:

- R1 Locate and organize information needed to take quality and environmental management decisions.
- R2 Analyze the situation of an organization, from an internal and external perspective, using appropriate tools.
- R3 Propose creative and appropriate alternatives to manage quality and environment in a particular organization.
- R4 Election of the way to implement a quality and environmental management system that provides greater strategic value to the organization.



Competencies

Depending on the learning outcomes, the competencies to which the subject contributes are (please score from 1 to 4, being 4 the highest score):

BASIC		Weighting			
		1	2	3	4
CB1	That students have demonstrated knowledge and understanding in an area of study that is at the core of general secondary education, and is often at a level that, while supported by advanced textbooks, also includes some aspects that involve knowledge from the cutting edge of their field of study.				X
CB2	That students know how to apply their knowledge to their work or vocation in a professional way and possess the skills that are usually demonstrated through the elaboration and defense of arguments and the resolution of problems within their area of study.		X		
CB3	That students have the ability to gather and interpret relevant data (usually within their area of study) to make judgments that include reflection on relevant social, scientific or ethical issues.			X	
CB4	That students can convey information, ideas, problems and solutions to both specialized and non-specialized audiences.			X	
CB5	That students have developed those learning skills necessary to undertake further studies with a high degree of autonomy.			X	
GENERAL		Weighting			
		1	2	3	4
CG1	Capacity of analysis and synthesis.		X		
CG3	Capacity to apply knowledge into practice.			X	
CG4	Capacity to handle information from different sources.			X	
CG5	Oral and written communication.		X		
CG8	Orientation to problem-solving.			X	



CG9	Decision-making orientation.			X	
CG15	Interpersonal relationship skills.		X		
CG17	Ability to issue reports on specific company and market situations.		X		
CG19	Commitment, responsibility and ethical sense.		X		
CG20	Development of values related to the principles of equal opportunities between men and women, universal accessibility for people with disabilities and, in general, democratic values and a culture of peace.	X			

SPECIFIC		Weighting			
		1	2	3	4
CE3	Identify the functional areas of a company and their relationships (e.g. purchasing, logistics, marketing, finance and human resources)			X	
CE4	Ability to develop interdisciplinary knowledge and analysis to define criteria according to which a company is defined, linking the results with the analysis of the environment.			X	
CE6	Change management in an organization.		X		
CE7	Ability to manage a company or organization, understanding its competitive and institutional positioning and identifying its strengths and weaknesses.			X	
CE8	Managing a company through its planning and control, using concepts, methods and tools (e.g. strategy design and implementation, benchmarking, total quality management, ABC cost system).				X
CE15	Ability to obtain, from the data, valuable information for decision making.		X		
CE17	Application of professional criteria to the analysis of business problems.		X		



Assessment system for the acquisition of competencies and grading system

In-class teaching

Assessed learning outcomes	Granted percentage	Assessment method
R1, R2, R3, R4	15,00%	Objective Tests
R1, R2, R3, R4	25,00%	Conduct of Theory-Practice
R1, R2, R3, R4	10,00%	Class attendance and participation
R1, R2, R3, R4	50,00%	Final Exam

Observations

The final test must be passed to be considered on the average of the final grade. The deliverable activities of the course must be delivered within the indicated deadlines and must obtain a grade higher than 5 out of 10. In the event that the student has not delivered 2 or more practices on time or fails to obtain at least a 5 in all activities, they must take the exam directly on 2nd call. The fact of taking the exam on 2nd call does not exempt the student from the obligation to carry out the activities and deliver them in the recovery period. The mention of Distinction will be awarded to students who have achieved a score equal to or greater than 9.0. Their effort in extra activities and demonstrated interest in learning, thus helping to achieve the goals set by the group, will be considered. The number of Distinctions granted will not exceed 5% of students enrolled in a subject in the corresponding academic year unless enrollment is under 20, in which case only one Distinction may be granted. (Royal Decree 1125/2003).

Online teaching

Assessed learning outcomes	Granted percentage	Assessment method
	5,00%	Attendance and participation in the activities of synchronous communication
	25,00%	Conduct of deliverables
	15,00%	Regular evaluations through online questionnaires.
	5,00%	Participation in discussion forums



50,00% Final on-site assessment.

Observations

The final test must be passed to be considered on the average of the final grade. The deliverable activities of the course must be delivered within the indicated deadlines and must obtain a grade higher than 5 out of 10. In the event that the student has not delivered 2 or more practices on time or fails to obtain at least a 5 in all activities, they must take the exam directly on 2nd call. The fact of taking the exam on 2nd call does not exempt the student from the obligation to carry out the activities and deliver them in the recovery period. The mention of Distinction will be awarded to students who have achieved a score equal to or greater than 9.0. Their effort in extra activities and demonstrated interest in learning, thus helping to achieve the goals set by the group, will be considered. The number of Distinctions granted will not exceed 5% of students enrolled in a subject in the corresponding academic year unless enrollment is under 20, in which case only one Distinction may be granted. (Royal Decree 1125/2003).

MENTION OF DISTINCTION:

According to Article 22 of the Regulations governing the Evaluation and Qualification of UCV Courses, the mention of "Distinction of Honor" may be awarded by the professor responsible for the course to students who have obtained, at least, the qualification of 9 over 10 ("Sobresaliente"). The number of "Distinction of Honor" mentions that may be awarded may not exceed five percent of the number of students included in the same official record, unless this number is lower than 20, in which case only one "Distinction of Honor" may be awarded.

Learning activities

The following methodologies will be used so that the students can achieve the learning outcomes of the subject:

- | | |
|----|--|
| M1 | Problem solving, commentaries, summaries to hand in periodically. |
| M3 | Teacher presentation of contents, analysis of competences, explanation and in-class display of skills, abilities and knowledge. |
| M5 | Group work sessions supervised by the professor. Case studies, diagnostic tests, problems, field work, computer room, visits, data search, libraries, on-line, Internet, etc. Meaningful construction of knowledge through interaction and student activity. |
| M7 | Supervised monographic sessions with shared participation. |
| M9 | Application of multidisciplinary knowledge. |



- M11 Personalized and small group attention. Period of instruction and / or orientation conducted by a tutor with the objective of reviewing and discussing the materials and topics presented in classes, seminars, readings, conducting work, etc.
- M13 Set of oral and/or written tests used in initial, formative or additive assessment of the student.
- M14 Student study: Group Individual preparation of readings, essays, problem solving, seminars, papers, reports, etc. to be presented or submitted in theoretical lectures, practical and/or small-group tutoring sessions.
- M16 Group preparation of readings, essays, problem solving, seminars, papers, reports, etc. to be presented or submitted in theoretical lectures, practical and/or small-group tutoring sessions.
- M17 Teacher presentation of contents, analysis of competences, explanation and in-class display of skills, abilities and knowledge.
- M19 Groupwork sessions in the chat under supervision of the lecturer. Analysis of economic and business case studies, both real and fictitious, in order to build knowledge through the student's interaction and activity. Critical analysis of values and social commitment.
- M21 Monographic sessions though the semester, which will be aimed at current aspects and applications of the subject.
- M23 Set of written or oral tests used for the initial, formative or cumulative assessment of the student.
- M25 Student study: Individual preparation of readings, essays, problem solving, seminars, papers, reports, etc., for their discussion or submission in electronic format.
- M27 Individual support for the monitoring and orientation of the learning process. It will be carried out by a lecturer and will pursue the revision and discussion of the materials, topics, readings, tasks, etc.
- M29 Group preparation of readings, essays, problem solving, seminars, papers, reports, etc., for their discussion or submission.
- M31 Participation in discussion forums related to the subject under the supervision of the lecturer.



IN-CLASS LEARNING

IN-CLASS LEARNING ACTIVITIES

	LEARNING OUTCOMES	HOURS	ECTS
On-campus Class M3	R1, R2, R3, R4	23,00	0,92
Practical Class M5	R1, R2, R3, R4	15,00	0,60
Seminar M7	R1, R2, R3, R4	5,00	0,20
Group Presentation of Papers M9	R1, R2, R3, R4	6,00	0,24
Office Assistance M11	R1, R2, R3, R4	6,00	0,24
Assessment M13	R1, R2, R3, R4	5,00	0,20
TOTAL		60,00	2,40

LEARNING ACTIVITIES OF AUTONOMOUS WORK

	LEARNING OUTCOMES	HOURS	ECTS
Group Work M14	R1, R2, R3, R4	30,00	1,20
Independent Work M14	R1, R2, R3, R4	60,00	2,40
TOTAL		90,00	3,60



ON-LINE LEARNING

SYNCHRONOUS LEARNING ACTIVITIES

	LEARNING OUTCOMES	HOURS	ECTS
Synchronous Virtual Session M17	R1, R2, R3, R4	4,00	0,16
Synchronous Virtual Practical Session M19	R1, R2, R3, R4	4,00	0,16
Seminar and Synchronous Virtual Videoconference M21	R1, R2, R3, R4	4,00	0,16
On-site or Synchronous Virtual Assessment M23	R1, R2, R3, R4	3,00	0,12
TOTAL		15,00	0,60

ASYNCHRONOUS LEARNING ACTIVITIES

	LEARNING OUTCOMES	HOURS	ECTS
Individual Work M25	R1, R2, R3, R4	60,00	2,40
Tutorial Support Sessions M27	R1, R2, R3, R4	5,00	0,20
Group Work M29	R1, R2, R3, R4	10,00	0,40
Discussion Forum M31	R1, R2, R3, R4	10,00	0,40
Continuous Assessment Tasks M1	R1, R2, R3, R4	50,00	2,00
TOTAL		135,00	5,40



Description of the contents

Description of the necessary contents to acquire the learning outcomes.

Theoretical contents:

Content block	Contents
Quality management. Introduction.	Historical evolution of the concept of quality and the approaches to quality management. Inspection and control: antecedents of quality management approaches. Quality assurance and Total Quality Management.
Quality Management. Implementation Models I	UNE EN ISO 9001:2015. Normalization and certification. Principles and requirements. Benefits and limitations. Implementation process. Quality audits.
Quality Management. Implementation models II	The EFQM model. Principles and criteria. Benefits and limitations. Implementation process. Assessment. Other models and methodologies. Six Sigma. 5 S. Industry applications. SICTED, Q and S
Environmental Management - The company and the environment	Interrelationship of anthropogenic action in the environment. Sustainable Development: General concept of sustainable development, historical and economic vision. The relationship of the Sustainable Development Goals and environmental management.
Environmental management systems ISO 14000 standards	Environmental legislation applicable to companies. Environmental diagnosis and evaluation. ISO 14001, EMAS. Principles and requirements. Benefits and limitations. Implementation process. Audits of the environmental management system. Environmental management tool: ACV, ecodesign, eco-efficiency, and CSR.
Environmental management in the Circular Economy.	Circular Economy in the Valencian Community. The circular economy and its relationship with environmental management. Relationship between the Circular Economy and the competitiveness of companies.



Temporary organization of learning:

Block of content	Number of sessions	Hours
Quality management. Introduction.	4,00	8,00
Quality Management. Implementation Models I	5,00	10,00
Quality Management. Implementation models II	6,00	12,00
Environmental Management - The company and the environment	4,00	8,00
Environmental management systems ISO 14000 standards	6,00	12,00
Environmental management in the Circular Economy.	5,00	10,00



References

Sánchez Rivero y Enríquez Palomino (2016). Implantación de Sistemas de Gestión de la Calidad. La norma ISO 9001: 2015. FC editorial. Laborpress

Moreno-Luzón, M.D., Peris, F.J. y González, T. (2001): Gestión de la Calidad y Diseño de las Organizaciones. Teoría y estudio de casos, Prentice Hall, Madrid

AENOR (2015): Norma UNE-EN ISO 9001:2015. Sistemas de gestión de la calidad. Requisitos.

Maria Luisa Novo Soto y col. (2019). Guía para la aplicación de UNE-EN ISO 14001:2015.AENOR.

Moreno-Luzon, M. D., Gil-Marques, M., & Arteaga, F. (2014). Driving organisational ambidexterity through process management. The key role of cultural change. Total Quality Management & Business Excellence, 25(9-10), 1026-1038.

Gil-Marques, M., & Moreno-Luzon, M. D. (2013). Driving human resources towards quality and innovation in a highly competitive environment. International Journal of Manpower, 34(8), 839-860.

Ecoetiquetado de bienes y servicios para un desarrollo sostenible (2017). Adolfo Carballo Penela. AENOR.

Daniel Goleman (2009). Inteligencia Ecológica. Editorial Kairós.

Ecoeficiencia. La modernización ecológica de la empresa. Rafael Mossi & colaboradores. Edita Generalitat Valenciana. Conselleria de Medio Ambiente. Consejo de Cámaras de la Comunidad Valenciana. 2002

Metodología para implantar un sistema de gestión ambiental de RSE en las pyme. Rafael Mossi y colaboradores. Cámara de Comercio, Bancaja, Iberdrola e IMEDES.

Diagnóstico previo y el Plan de Acción en RSE. Editan: Cámara de Valencia, Bancaja e Iberdrola. 2009. · Portal sobre RSE en empresas: <http://rse.camaravalencia.com/>

SUSTAINABILITY webb of the CHAMBER OF COMMERCE of VALENCIA: <https://negociosostenible.camaravalencia.com/>

Sustainable Development Goals: 12. Responsible Production and Consumption.
<https://negociosostenible.camaravalencia.com/guia/objetivos-de-desarrollo-sostenible-12-produccion-y-consumo-responsables-auren/>



Addendum to the Course Guide of the Subject

Due to the exceptional situation caused by the health crisis of the COVID-19 and taking into account the security measures related to the development of the educational activity in the Higher Education Institution teaching area, the following changes have been made in the guide of the subject to ensure that Students achieve their learning outcomes of the Subject.

Situation 1: Teaching without limited capacity (when the number of enrolled students is lower than the allowed capacity in classroom, according to the security measures taken).

In this case, no changes are made in the guide of the subject.

Situation 2: Teaching with limited capacity (when the number of enrolled students is higher than the allowed capacity in classroom, according to the security measures taken).

In this case, the following changes are made:

1. Educational Activities of Onsite Work:

All the foreseen activities to be developed in the classroom as indicated in this field of the guide of the subject will be made through a simultaneous teaching method combining onsite teaching in the classroom and synchronous online teaching. Students will be able to attend classes onsite or to attend them online through the telematic tools provided by the university (videoconferences). In any case, students who attend classes onsite and who attend them by videoconference will rotate periodically.

In the particular case of this subject, these videoconferences will be made through:

☒ Microsoft Teams

☐ Kaltura



Situation 3: Confinement due to a new State of Alarm.

In this case, the following changes are made:

1. Educational Activities of Onsite Work:

All the foreseen activities to be developed in the classroom as indicated in this field of the guide of the subject, as well as the group and personalized tutoring, will be done with the telematic tools provided by the University, through:

☒ Microsoft Teams

☐ Kaltura

Explanation about the practical sessions:



2. System for Assessing the Acquisition of the competences and Assessment System

ONSITE WORK

Regarding the Assessment Tools:

☒ The Assessment Tools will not be modified. If onsite assessment is not possible, it will be done online through the UCVnet Campus.

☐ The following changes will be made to adapt the subject's assessment to the online teaching.

Course guide		Adaptation	
Assessment tool	Allocated percentage	Description of the suggested changes	Platform to be used

The other Assessment Tools will not be modified with regards to what is indicated in the Course Guide.

Comments to the Assessment System:



ONLINE WORK

Regarding the Assessment Tools:

☒ The Assessment Tools will not be modified. If onsite assessment is not possible, it will be done online through the UCVnet Campus.

☐ The following changes will be made to adapt the subject's assessment to the online teaching.

Course guide		Adaptation	
Assessment tool	Allocated percentage	Description of the suggested changes	Platform to be used

The other Assessment Tools will not be modified with regards to what is indicated in the Course Guide.

Comments to the Assessment System: