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 Management and Organization

Subject Matter: Gestión de Empresas **Type:** Elective

Department: Economics, Business Management, and Marketing

Type of learning: Classroom-based learning / Online

Languages in which it is taught: English, Spanish

Lecturer/-s:

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Module organization

Business Management and Organization

Subject Matter	ECTS	Subject	ECTS	Year/semester
Estrategia y Dirección General	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	3, 4/2
Gestión de Empresas	18,00	Creativity and Management of Innovation	6,00	3/2
		Quality and Environment Management	6,00	3/1
		Social Responsibility of Company	6,00	4/2
Empresa	12,00	Business Organisation and Management	6,00	2/2
		Fundamentals of Business Management	6,00	1/1

Recommended knowledge

There are no prerequisites for taking this course. However, it is highly recommended that students have previously acquired the fundamental knowledge of Business Management, which is presented in the first-year undergraduate course "Fundamentals of Business Management" and the second-year undergraduate course "Business Organization and Management."

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	Localizar y organizar la información necesaria para tomar una decisión relacionada con la gestión de la calidad y medioambiental en una organización.
R2	Analizar la situación de una organización desde una perspectiva interna y externa utilizando las herramientas apropiadas.
R3	Proponer alternativas creativas y adecuadas para la gestión de la calidad y medioambiental en una empresa.
R4	Elección de la alternativa en el área de gestión de la calidad y medioambiental que aporta mayor valor estratégico a la organización.

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):

	Weighting			
	1	2	3	4

Assessment system for the acquisition of competencies and grading system

Assessed learning outcomes	Granted percentage	Assessment method
R1, R2, R3, R4	20,00%	Objective Tests
R1, R2, R3, R4	20,00%	Completion of Theoretical-Practical Activities
R1, R2, R3, R4	10,00%	Class Attendance and Participation
R1, R2, R3, R4	50,00%	Final Exam
R1, R2, R3, R4	10,00%	Participation in Synchronous Communication Activities
R1, R2, R3, R4	15,00%	Deliverable Activities
R1, R2, R3, R4	10,00%	Periodic Evaluations Through Online Questionnaires
R1, R2, R3, R4	5,00%	Participation in Discussion Forums
R1, R2, R3, R4	60,00%	Final evaluation with essay questions and practical scenarios (In-person activity)

Observations

The final exam must be passed in order to be used as a continuous assessment average. The course assignments must be submitted within the specified deadlines and obtain a grade higher than 5 out of 10. If a student has not submitted or passed more than two assignments on time, they must take the exam directly in the second sitting. This does not exempt the student from the obligation to complete the assignments and submit them during the make-up period. Students who obtain a final grade of "outstanding" may be eligible for an honors degree. In this case, the effort shown in voluntary activities and the interest in learning in class will be valued, thus contributing to the achievement of the objectives set by the group. The general criterion of the UCV will also be observed, according to which only one honors degree may be awarded for every 20 students (or a fraction thereof for groups of fewer than 20 students).
Single Assessment: In accordance with Article 9 of the General Regulations for the Assessment and Grading of Official Studies and UCV-Owned Degrees, the continuous assessment system is the preferred assessment system at UCV. Article 10 allows, however, for those students who, with

justified and documented proof, state their inability to attend in-person classes (or synchronous communication activities for virtual and/or hybrid teaching modalities), to receive an extraordinary assessment in the so-called single assessment. This single assessment must be requested within the first month of each semester from the Dean's Office of the Faculty through the Vice-Deans' Offices, who are responsible for the express decision on whether to admit such a request from the student concerned.
The evidence to be presented and/or the test(s) to be taken in the single assessment by the student will be carried out through the same theoretical test as for the rest of the students and through a practical test consisting of the submission of practical work(s) as indicated. The percentages assigned to the different assessment instruments will be as follows: 50% practical tests and 50% theoretical tests.
Class attendance is mandatory (at least 80% of sessions) to be eligible to take the exam.
Non-attendance must be properly justified.

CLASS ATTENDANCE IN FACE-TO-FACE DEGREES

In accordance with the development guidelines of the General Regulations for the Evaluation and Qualification of Official Teachings and Own Degrees of the UCV, in face-to-face degrees, class attendance with a minimum of 80% of the sessions of each subject will be required as a requirement. to be evaluated. This means that, if a student does not attend the sessions of each subject, in a percentage greater than 20%, he/she will not be able to be evaluated, neither in the first nor in the second call, unless the person responsible for the subject, with the approval of the person responsible for degree, in view of duly justified exceptional circumstances, exempt from the minimum attendance percentage.The same criterion will be applicable for hybrid or virtual degrees in which teachers must maintain the same percentage in the requirement of “presence” in the different training activities , if any, even if these are carried out in virtual environments.

MENTION OF DISTINCTION:

The mention of “Honors” may be awarded to students who have obtained a grade equal to or greater than 9.0. Their number may not exceed five percent of the students enrolled in a group in the corresponding academic year, unless the number of students enrolled is lower.

Learning activities

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

M1 Lecture of contents by the teacher, analysis of competencies, explanation, and demonstration of abilities, skills, and knowledge in the classroom.

M3	Supervised group work sessions led by the teacher. Study of economic-business cases, both real and fictitious. Meaningful construction of knowledge through student interaction and activity. Critical analysis of values and social commitment.
M4	Supervised monographic sessions with shared participation.
M5	Application of interdisciplinary knowledge.
M6	Personalized and small-group attention. Instruction and/or guidance period conducted by a tutor with the aim of reviewing and discussing materials and topics presented in classes, seminars, readings, completion of assignments, etc.
M7	Set of oral and/or written tests used in the initial, formative, or summative assessment of the student.
M8	Group preparation of readings, essays, problem-solving, seminars, assignments, reports, etc., to present or submit in theoretical classes, practical classes, and/or small-group tutorials.
M9	Student study: individual preparation of readings, essays, problem-solving, seminars, assignments, reports, etc., to present or submit in theoretical classes, practical classes, and/or small-group tutorials.
M10	Presentation of content by the teacher, analysis of competencies, explanation, and demonstration of skills, abilities, and knowledge in the virtual classroom.
M11	Group work sessions via moderated chat led by the teacher. Study of economic-business cases, both real and fictitious, to construct knowledge through student interaction and activity. Critical analysis of values and social commitment.
M12	Monographic sessions throughout the course, focused on current aspects and applications of the subject.
M13	Set of tests, written or oral, used in the initial, formative, or summative assessment of the student.
M14	Student study: individual preparation of readings, essays, problem-solving, seminars, assignments, reports, etc., for discussion or submission in electronic format.
M15	Individual attention for monitoring and guidance of the learning process, conducted by a tutor with the objective of reviewing and discussing materials, topics, seminars, readings, completion of assignments, etc.

M16 Group preparation of readings, essays, problem-solving, seminars, assignments, reports, etc., for dissemination or submission.

M17 Participation and contributions to discussion forums related to the subject, moderated by the course instructor.

M18 Problem-solving, comments, reports, to be submitted at deadlines throughout the course.

IN-CLASS LEARNING

IN-CLASS LEARNING ACTIVITIES

	LEARNING OUTCOMES	HOURS	ECTS
On-campus Class M1, M3	R1, R2, R3, R4	23,00	0,92
Practical Class M5	R1, R2, R3, R4	15,00	0,60
Seminar M4	R1, R2, R3, R4	5,00	0,20
Group Project Presentation M9	R1, R2, R3, R4	6,00	0,24
Tutoring M6	R1, R2, R3, R4	6,00	0,24
Evaluation M7	R1, R2, R3, R4	5,00	0,20
TOTAL		**60,00**	**2,40**

LEARNING ACTIVITIES OF AUTONOMOUS WORK

	LEARNING OUTCOMES	HOURS	ECTS
Group Work M5, M6, M8	R1, R2, R3, R4	30,00	1,20
Individual Work M9	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 M10	R1, R2, R3, R4	4,00	0,16
Synchronous Virtual Practical Session M11, M14, M15	R1, R2, R3, R4	4,00	0,16
Synchronous Virtual Seminar and Videoconference M10, M12	R1, R2, R3, R4	4,00	0,16
In-person Assessment M13	R1, R2, R3, R4	3,00	0,12
TOTAL		**15,00**	**0,60**

ASYNCHRONOUS LEARNING ACTIVITIES

	LEARNING OUTCOMES	HOURS	ECTS
Individual Tutoring M15	R1, R2, R3, R4	5,00	0,20
Discussion Forums M17	R1, R2, R3, R4	10,00	0,40
Continuous Assessment Activities M13, M18	R1, R2, R3, R4	50,00	2,00
Group Work M11, M16	R1, R2, R3, R4	10,00	0,40
Individual Work M14, M16, M18	R1, R2, R3, R4	60,00	2,40
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 approaches to its management. Quality inspection and control: background to quality management approaches. Quality assurance and Total Quality Management.
Quality Management. Practical Application Models I.	The UNE EN ISO 9001:2015 standard. Standardization and certification. Principles and requirements of the standard. Benefits and limitations. Implementation process. Quality audits.
Quality Management. Practical Application Models II.	The EFQM model. Principles and criteria. Benefits and limitations. Implementation process. Self-assessment. Other models and methodologies. Six Sigma. 5S. Sectoral applications. SICTED, Q and S.
Environmental Management	The company and the environmentInterrelationship of anthropogenic action on the environment. Sustainable Development: General concept of sustainable development, historical and economic perspective. The relationship between the Sustainable Development Goals and environmental management.
Environmental legislation applicable to companies	Environmental diagnosis and assessment. ISO 14001, EMAS. Principles and requirements. Benefits and limitations. Implementation process. Environmental management system audits. Environmental management tools: LCA, ecodesign, eco-efficiency, and CSR.
Environmental management in the circular economy.	Circular economy in the Valencian Community. The circular economy and its relationship to corporate environmental management. Relationship between the Circular Economy and corporate competitiveness.

Temporary organization of learning:

Block of content	Number of sessions	Hours
Quality Management. Introduction	4,00	8,00
Quality Management. Practical Application Models I.	5,00	10,00
Quality Management. Practical Application Models II.	5,00	10,00
Environmental Management	6,00	12,00
Environmental legislation applicable to companies	4,00	8,00
Environmental management in the circular economy.	6,00	12,00

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. Consellería 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/
PORTAL DE SOSTENBILIDAD de la CÁMARA DE COMERCIO de VALENCIA: https://negociosostenible.camaravalencia.com/
Objetivos de Desarrollo Sostenible: 12. **Producción y Consumo Responsables**
https://negociosostenible.camaravalencia.com/guia/objetivos-de-desarrollo-sostenible-12-produccion-y-consumo-responsables-auren/