



Information about the subject

Degree: Official Master's Degree in Integrated Management of Quality Systems, Environment and Occupational Health and Safety

Faculty: Faculty of Veterinary Medicine and Experimental Sciences

Code: 1890032 **Name:** Quality Management

Credits: 6,00 **ECTS Year:** 1 **Semester:** 2

Module: Theoretical

Subject Matter: Quality management **Type:** Compulsory

Department:

Type of learning: Blended

Languages in which it is taught: Spanish

Lecturer/-s:



Module organization

Theoretical

Subject Matter	ECTS	Subject	ECTS	Year/semester
Integrated Management	15,00	Integrated Management	15,00	1/2
Quality management	6,00	Quality Management	6,00	1/2
Environmental Management	6,00	Environmental Management	6,00	1/2
Occupational Health and Safety Management	6,00	Management of Prevention of Occupational Risks	6,00	1/2
Audits and Certification	6,00	Audits of Management Systems	6,00	1/2

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 Know the specific requirements (not integrable) of a quality management system based on UNE-EN ISO 9001 standard
- R2 Know how to manage processes
- R3 To carry out the planning, design and development of a product or service following quality standards
- R4 Coordinate purchases and subcontracting and know how to evaluate suppliers according to their quality characteristics
- R5 Apply tools for continuous improvement and problem solving
- R6 Learn about new models of quality management



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
CB6	Possess and understand knowledge that provides a basis or opportunity to be original in the development and / or application of ideas, often in a research context			X	
CB7	That the students know how to apply the acquired knowledge and their problem-solving capacity in new or little-known environments within broader (or multidisciplinary) contexts related to their area of study				X
CB8	That students be able to integrate knowledge and face the complexity of formulating judgments based on information that, being incomplete or limited, includes reflections on the social and ethical responsibilities		X		
CB10	That students possess the learning skills to continue studying in a way that will be largely self-directed or autonomous			X	
GENERAL		Weighting			
		1	2	3	4
CB1	Know, use and apply information and communication technologies (ICT)		X		
CB3	Know, at international, European and national level, how the bodies responsible for standardization are organized	X			
SPECIFIC		Weighting			
		1	2	3	4



CE1	Implement, maintain and improve an integrated system of quality management, environment and safety and health at work, meeting international standards, developing the functions of the representative of business management	x		
CE2	Identify the common and particular elements of each of the management systems implemented, taking as a reference the requirements of the International Standards	x		
CE3	Implement the policy and objectives of the integrated management system and be able to continually review and improve them		x	
CE8	Implement advanced models of Quality Management	x		
CE9	Manage and coordinate the maintenance of the Integrated Management System		x	
CE11	Carry out specialized studies in the field of quality (AMFE, 5S, Six Sigma), the environment (environmental diagnoses, minimization and impact studies) and occupational health and safety (risk assessment, lighting, temperature, ergonomical aspects, etc.)	x		

Assessment system for the acquisition of competencies and grading system

Assessed learning outcomes	Granted percentage	Assessment method
R1, R2, R3, R4, R5, R6	20,00%	Carrying out virtual evaluations
R1, R2, R3, R4, R5, R6	70,00%	Conducting in-person evaluations
R1, R2, R3, R4, R5, R6	10,00%	Attendance and participation in face-to-face sessions

Observations



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 Exposure of contents by the teacher, analysis of competencies, explanation and demonstration of abilities, skills and knowledge in the classroom
- M3 Supervised monographic sessions with shared participation
- M8 Set of tests, mainly written, used for the final evaluation of the student. The evaluation may consist of multiple-choice tests, developmental exercises or a combination of both
- M9 Set of written tests, test type, which are answered and corrected on the online platform
- M15 Group preparation of readings, essays, problem solving, seminars, papers, memoirs, etc. for presentation or delivery in theory classes, practical classes and/or small group tutorials
- M16 Student's study: individual preparation of readings, essays, problem solving, seminars, papers, reports, etc. to be presented or delivered in theory classes, practical classes and/or small group tutorials



IN-CLASS LEARNING ACTIVITIES

	LEARNING OUTCOMES	HOURS	ECTS
IN PERSON CLASSES M1	R1, R2, R4, R5, R6	20,00	0,80
IN-PERSON SEMINARS M3	R3	7,00	0,28
FACE-TO-FACE ASSESSMENT M8	R1, R2, R3, R4, R5, R6	4,00	0,16
TOTAL		31,00	1,24

LEARNING ACTIVITIES OF AUTONOMOUS WORK

	LEARNING OUTCOMES	HOURS	ECTS
VIRTUAL EVALUATION M8	R1, R2, R3, R4, R5, R6	10,00	0,40
VIRTUAL INDIVIDUAL COACHING M15	R1, R2, R3, R4, R5, R6	3,00	0,12
TEAMWORK M15	R1, R2, R3, R4, R5, R6	45,00	1,80
INDIVIDUAL WORK M16	R1, R2, R3, R4, R5, R6	61,00	2,44
TOTAL		119,00	4,76



Description of the contents

Description of the necessary contents to acquire the learning outcomes.

Theoretical contents:

Content block	Contents
1. Process management	Process management
2. Product and service requirements.	Product and service requirements.
3. Design and development	Design and development
4. Control of external services.	Control of external services.
5. Quality management tools.	Quality management tools.
6. Continuous Improvement Tools	Continuous Improvement Tools
7. Other models of Quality Management.	Other models of Quality Management.
Exams	Exams



Temporary organization of learning:

Block of content	Number of sessions	Hours
1. Process management	1,00	2,00
2. Product and service requirements.	1,25	2,50
3. Design and development	1,25	2,50
4. Control of external services.	1,50	3,00
5. Quality management tools.	2,50	5,00
6. Continuous Improvement Tools	2,50	5,00
7. Other models of Quality Management.	3,50	7,00
Exams	2,00	4,00

References

- Guías de orientación para la aplicación de las Normas ISO 9000:2000. AENOR, Madrid 2001.
- UNE-EN ISO 9001:2008 Sistema de Gestión de la Calidad.
- Guía práctica para la implantación de un Sistema de Gestión Medioambiental. Generalitat de Catalunya. Departament de Medi Ambient, 2000.
- Marilyn R. Black; I.Robert Marash. Integración de ISO 14001 en un sistema de Gestión de la Calidad. AENOR, 2000.
- Poul Buch Jensen. ISO 9000 Guía y comentarios. AENOR. Madrid 2001.
- Gordon Webster. La gestión de proyectos en la empresa. AENOR,2000
- John Marsh. Herramientas para la mejora continua. AENOR, 2000.
- Guías para la aplicación de UNE-EN ISO 9001:2015. AENOR, 2015.



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: