UAB
Universitat Autònoma de Barcelona

2020/2021

Integrated Management Models: Corporate Quality and Security

Code: 101844
ECTS Credits: 6

Degree	Type	Year	Semester
2502501 Prevention and Integral Safety and Security	OB	3	2

The proposed teaching and assessment methodology that appear in the guide may be subject to changes as a result of the restrictions to face-to-face class attendance imposed by the health authorities.

Contact

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Use of Languages

Principal working language: spanish (spa)

Some groups entirely in English: No

Some groups entirely in Catalan: No

Some groups entirely in Spanish: Yes

Other comments on languages

El alumnado debe presentar las prácticas en inglés

External teachers

Pilar Jiménez Tello

Prerequisites

This subject doesn't have any pre-requierments

Objectives and Contextualisation

When passing the subject, the student will be able to:
- To know the theoretical and organizational framework where he carried out his professional activity in the field of quality.
- Know the way of carrying out quality management projects and making decisions.
- Identify the different control processes that exist in matters of product insurance..
- Familiarize yourself with the different management models related to Quality and integrated management systems.
- Know the role and competencies of people who works in a integral management system.
- Perform operational reports on quality and integrated management systems.
- To assume professional challenges as a technician or executive in matters of quality.
- Implant and effectively manage a quality management system in accordance with the ISO 9001: 2015 standard.
- Analyze the results and implement real and potential improvements in quality.
- Use Total Quality tools.
- Evaluate the risks of the processes.
- Become familiar with the elements of the Corporate Security

Competences

- Assume the social, ethical and professional responsibility that derives from professional practice.
- Be able to adapt to unexpected situations.
- Be able to communicate efficiently in English, both orally and in writing.
- Carry out analyses of preventative measures in the area of security.
- Generate innovative and competitive proposals in research and in professional activity developing curiosity and creativity.
- Have a general understanding of basic knowledge in the area of prevention and integral safety and security.
- Identify the resources necessary to respond to management needs for prevention and integral security.
- Know how to communicate and transmit ideas and result efficiently in a professional and non-expert environment, both orally and in writing.
- Make efficient use of ITC in the communication and transmission of results.
- Respond to problems applying knowledge to practice.
- Show respect for diversity and the plurality of ideas, people and situations.
- Use the capacity for analysis and synthesis to solve problems.
- Work in institutional and interprofessional networks.

Learning Outcomes

1. Analyse the preventative interventions in matters of security, environment, quality and social corporate responsibility and identify the inherent risk factors.
2. Assume the social, ethical and professional responsibility that derives from professional practice.
3. Be able to adapt to unexpected situations.
4. Be able to communicate efficiently in English, both orally and in writing.
5. Draw up management proposals for prevention and security in an organisation.
6. Generate innovative and competitive proposals in research and in professional activity developing curiosity and creativity.
7. Identify the resources necessary for managing security, the environment, quality and social corporate responsibility.
8. Know how to communicate and transmit ideas and result efficiently in a professional and non-expert environment, both orally and in writing.
9. Make efficient use of ITC in the communication and transmission of results.
10. Respond to problems applying knowledge to practice.
11. Show respect for diversity and the plurality of ideas, people and situations.
12. Use the capacity for analysis and synthesis to solve problems.
13. Work in institutional and interprofessional networks.

Content

1- Introduction to the Quality Management: sources.
2- Introduction to the Quality Management: theories, concepts and approaches.
3- Product safety and Quality Management Systems-ISO standards: concepts, regulatory framework.
4- Product safety and Quality Management Systems- ISO standards: evolution and structure.
5- Implementation process of ISO standards-The ISO 9001: 2015 standard.
6- Process management.
7- Extension of the normative systems.
8- Integrated Management Systems: ISO 9001-ISO 14001- ISO 45.001.
9- Models for the implantation of the Total Quality Management: Scope.
10- Models for the implementation of the Total Quality Management: SPC, CPk, AMFE , 8D, ...techniques
11- EFQM Model.
12- Interrelations and differences between EFQM and the ISO Norms.
13- Work teams in the field of Quality Management: "Circles of Quality".
14- Corporate Security.
15- Quality Management in the Public Administration

Methodology

The current course is a real first contact of the students with the world of Quality Management Systems (QMS) through the current standardized management models and especially through the ISO 9001: 2015 standard, the Total Quality models and the European EFQM model, as a means to achieve the ultimate purpose of "Corporate Security" ...... .the SUSTAINABLE CONTINUITY of the COMPANY.

Activities

Title	Hours	ECTS	Learning Outcomes
Type: Directed			
Classes teòriques: classes magistrals	32	1.28	2, 8, 9, 6, 7, 11, 13
Practical classes: resolution of cases in the classroom	12	0.48	3, 2, 4, 8, 10, 5, 1, 9, 6, 7, 11, 13, 12
Type: Supervised			
Follow-up tutorials for team works: supervision of the teacher	12	0.48	3, 2, 4, 8, 10, 5, 1, 9, 6, 7, 11, 13, 12
Type: Autonomous			
Personal study: personal work of consolidation of knowledge	37	1.48	3, 2, 8, 1, 9, 7, 13
Resolution of practical cases and accomplishment of works in group	57	2.28	3, 2, 4, 8, 10, 5, 1, 9, 6, 7, 11, 13, 12

Assessment

Written tests that allow to assess the knowledge acquired by the student (50%): At the end of the course two theoretical tests will be made, equivalent to 50% of the assessment of the subject. These exams will consist of short answer conceptual questions.
Delivery of group exercises (50%): Throughout the course a total of 5 group practical tests will be made, each of which will be evaluated with the delivery of an English language exercise.
It is necessary to obtain a minimum grade of 4 in the exam to be able to approve the continuous evaluation Notwithstanding other disciplinary measures that are deemed appropriate, and in accordance with current academic regulations, irregularities committed by the students that can lead to a variation of the qualification will be classified by zero (0). For example, plagiarizing, copying, copying ..., an evaluation activity, will involve suspending this evaluation activity with zero (0). Evaluation activities qualified in this way and by this procedure will not be recoverable. If it is necessary to pass any of these evaluation activities to pass the subject, this subject will be suspended directly, without opportunity to recover it in the same course.

Assessment Activities

Title	Weighting	Hours	ECTS	Learning Outcomes
Final review of Re-evaluation	100%	0	0	3, 2, 4, 8, 10, 5, 1, 9, 6, 7, 13, 12
Resolution of practical cases and accomplishment of works in group	50%	0	0	3, 2, 4, 8, 10, 5, 1, 9, 6, 7, 11, 13, 12

| Theoretical tests | 50% | 0 | 0 | 3, 2, 8, 10, 6, 7, 13 |

Bibliography

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- European Foundation for Quality Management, EFQM framework for corporate social responsability, Belgium, 2004.

- Fundación Europea para la Gestión de la Calidad, Manual EFQM de Excelencia: pequeñas y medianas empresas (PYMES), 2003.

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- Pérez Fernández, J. A., "La gestión por procesos", Madrid, ESIC, 1996.

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