

Integrated Management Models: Corporate Quality and Security

Code: 104016
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 tiene que presentar las PECČs en idioma inglés

External teachers

Pilar Jiménez Tello

Prerequisites

This subject doesn't have any pre-requierments.

Objectives and Contextualisation

Upon passing the subject the student will be able to:

- Know the theoretical and organizational framework where he will carry out his professional activity in the field of Quality
- Know the way to plan Quality Management Systems and their implementation.
- Identify the different existing processes in terms of Quality Assurance of products and services.
- Develop with the different existing management models related to Quality and Integrated Management Systems.
- Know the role and skills of workers in a Quality Management System.
- Perform operational reports on Quality and Integrated Management Systems.
- Assume professional challenges as a technician or executive in Quality matters.
- Be able to effectively manage a sustainable Quality Management System in accordance with ISO 9001: 2015.
- Be able to analyze the results and implement real and potential improvements in Quality.
- Identify and evaluate the risks of the processes.
- Use Total Quality techniques

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

- Introduction to Quality Management: sources, theories, concepts and approaches.
- Product safety and Quality Management Systems, ISO standards: concepts, regulatory framework, evolution and structure.
- Process implementation of ISO standards;; ISO 9001: 2015 standard
- Process management; Process maps.
- Extension of regulatory systems.
- Integrated Management System: ISO 9001-ISO 14001 - ISO 45001.
- Models for the implementation of the Total Quality Management: Scope.
- Models for the implementation of the Total Quality Management: Techniques CPK, SPC, AMFE, 8D,

- EFQM model.
- Interrelations and differences between EFQM and ISO 9001.
- Work teams in the field of Quality Management: "Quality Circles".
- Corporate Security.
- Quality Management in the Public Administration.

Methodology

Taking into account that the modality of the class is Online and with the aim of achieving the learning objectives described in this Guide, we will develop a methodology that combines the individual study from the Agenda, with the work of realistic practical cases.

It should be noted that due to the Online model, students will have to prepare the exercises autonomously and the Online sessions will be devoted to deepening on the topics discussed, as well as resolving possible doubts. A forum of doubts will also be created where the students will add questions and clarifications of the subject.

Activities

Title	Hours	ECTS	Learning Outcomes
Type: Directed			
"webex" for consulting doubts about practical exercises	4	0.16	3, 8, 10, 5, 1, 9, 6, 7, 11, 13, 12
Resolution of theoretical exercises	2	0.08	3, 2, 9, 13
Type: Supervised			
FORUMS for consultation and debate about doubts on the temary and practical exercises	24	0.96	8, 5, 9, 6, 11, 13
Type: Autonomous			
Practical exercises (PEC's)	120	4.8	3, 2, 4, 8, 10, 5, 1, 9, 6, 7, 13, 12

Assessment

Individual practical exercises (60% of the global final score):

1st Exercise: Each student must design the quality management plan for a specific business situation, to be chosen by the student, using the management models and methodologies proposed in the Course Manual. The work will have to be done in English and its delivery will be done through the Moodle Classroom.

2nd Exercise: Each student should evaluate the existing risks in the performance of the chosen activity using advanced risk analysis techniques, as well as define the controls to be carried out in the different business processes and the "8D Problem Solving Sheet" methodology for the analysis of problems. The Exercise will have to be done in English and its delivery will be done through the Moodle Classroom.

If one or more jobs are not done, it would go from continuous evaluation to final evaluation. That is, 100% of the grade will be the final exam for July. Passing this July exam would entail obtaining a 5 as a note in the file.

Final exam (40% of the overall grade)

The exam will consist of short questions and will be based on the contents of the topics of the manual and the management models studied. In order to be included in the continuous evaluations is required a 4 as a minimum qualification

Plagiarism:

"Without prejudice to other disciplinary measures deemed appropriate, and in accordance with the current academic regulations, irregularities committed by a student that may lead to a variation of the grade will be scored with a zero (0). For example, plagiarize, copy, let copy ... an evaluation activity, will involve suspending this evaluation activity with a zero (0). The evaluation activities qualified in this way and by this procedure will not be recoverable. "

Reevaluation

If you do not pass the subject in accordance with the aforementioned criteria (continuous evaluation), you can do a recovery test on the scheduled date to the timetable, which will cover all the contents of the program. To participate in the recovery students must have been previously evaluated in a set of activities, the weight of which is equivalent to a minimum of two thirds of the total grade of the subject. However, the qualification that will appear on the student's file is of a maximum of 5-Approved.

Assessment Activities

Title	Weighting	Hours	ECTS	Learning Outcomes
2 Individual practical exercises(PEC's)	60%	0	0	3, 2, 4, 8, 10, 5, 1, 9, 6, 7, 11, 13, 12
Final exam	40%	0	0	3, 2, 9, 13

Bibliography

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- Camisón, Cesar, "Gestión de la Calidad: Conceptos, Enfoques. Modelos y Sistemas, Madrid, Pearson Educación, 2007.
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