

**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

Students must present the practices in English

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: AMFE, 8D's, CPk, SPC, R&R, 5S's 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.

Annotation: Within the schedule set by the centre or degree programme, 15 minutes of one class will be reserved for students to evaluate their lecturers and their courses or modules through questionnaires.

Activities

Title	Hours	ECTS	Learning Outcomes
Type: Directed			
Evaluation	4	0.16	3, 2, 4, 8, 10, 5, 1, 9, 6, 7, 11, 13, 12
Theoretical classes: master classes	40	1.6	2, 8, 9, 6, 7, 11, 13
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 (40%): At the end of the course two theoretical tests will be made, equivalent to 40% of the assessment of the subject. These exams will consist of short answer conceptual questions.

It is necessary to obtain a minimum grade of 4 in the written tests in order to pass the Continuous Assessment. Delivery of group exercises (60%): 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. Due to its curricular nature, the face-to-face participation of students in practical exercises is mandatory for their personalized evaluation. Their non-attendance requires the corresponding formal proof from the students for their consideration, having to participate in a minimum of three practices.

If the subject is not passed according to the aforementioned criteria (continuous assessment), a make-up test may be taken on the scheduled date and time, which will deal with all the contents of the program. To participate in the recovery of students, they 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 for the subject. However, the grade that will appear in the student's record is a maximum of 5-Approved.

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
Resolution of practical cases and accomplishment of works in group	60%	0	0	3, 2, 4, 8, 10, 5, 1, 9, 6, 7, 11, 13, 12
Theoretical tests	40%	0	0	3, 2, 8, 10, 6, 7, 13

Bibliography

- Jiménez Tello. P./ Equeter Leva, A., "Modelos integrados de gestión: Calidad y Seguridad Corporativa", Escuela de Prevención y Seguridad Integral - Universidad Autónoma de Barcelona, Barcelona, 2021
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- CEN, UNE-EN ISO 14001- Sistemas de gestión de la calidad. Requisitos con orientación para su uso, AENOR, Madrid, 2015.
- ISO, UNE-EN ISO 45001- Sistemas de gestión de la seguridad y salud en el trabajo. Requisitos con orientación para su uso, ISO, Ginebra, 2018.
- European Foundation for Quality Management, EFQM framework for corporate social responsibility, Belgium, 2004.
- Fundación Europea para la Gestión de la Calidad, Manual EFQM de Excelencia: pequeñas y medianas empresas (PYMES), 2003.
- Jiménez Tello, P., "Auditoria Universitaria de Calidad: La evaluación como conquista social ante la competencia universitaria global", VDM Verlag Dr. Müller, Saarbrücken, Alemania, 2009.
- Velasco Sánchez, Juan, "Gestión de calidad: mejora continua y sistemas de gestión de calidad: teoría y práctica", Madrid, Pirámide, 2010

<http://www.enac.es/web/enac/inicio>

<http://www.iso.org/iso/home.html>

<http://blog.amnsl.com/2009/12/directivas-de-la-union-europea-en.html>

http://www.ivoox.com/podcast-plus-consulting-gestion-empresarial_sq_f191540_1.html

<https://www.youtube.com/watch?v=5bkpbNDMiFU>

Software

This course does not require specific software.