

**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

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: No

Other comments on languages

Students must present the practices in English

Prerequisites

This subject doesn't have any pre-requirements

Objectives and Contextualisation

The objective of this subject is to ensure that students are capable of implementing and managing a Quality Management System in accordance with international standards ISO 9001 and Total Quality, as an integrated part of other Corporate Security management systems.

Competences

- 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.
- Identify the resources necessary to respond to management needs for prevention and integral security.
- Identify, manage and resolve conflicts.
- Know how to communicate and transmit ideas and result efficiently in a professional and non-expert environment, both orally and in writing.
- Make changes to methods and processes in the area of knowledge in order to provide innovative responses to society's needs and demands.
- 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.
- Students must be capable of applying their knowledge to their work or vocation in a professional way and they should have building arguments and problem resolution skills within their area of study.

- Students must be capable of collecting and interpreting relevant data (usually within their area of study) in order to make statements that reflect social, scientific or ethical relevant issues.
- Students must be capable of communicating information, ideas, problems and solutions to both specialised and non-specialised audiences.
- Students must develop the necessary learning skills to undertake further training with a high degree of autonomy.
- Students must have and understand knowledge of an area of study built on the basis of general secondary education, and while it relies on some advanced textbooks it also includes some aspects coming from the forefront of its field of study.
- Take account of social, economic and environmental impacts when operating within one's own area of knowledge.
- 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. Analyse the situation and identify the points that are best.
3. Be able to adapt to unexpected situations.
4. Be able to communicate efficiently in English, both orally and in writing.
5. Generate innovative and competitive proposals in research and in professional activity developing curiosity and creativity.
6. Identify the resources necessary for managing security, the environment, quality and social corporate responsibility.
7. Identify the social, economic and environmental implications of the academic and professional activities in the field of self-knowledge.
8. Identify, manage and resolve conflicts.
9. Know how to communicate and transmit ideas and result efficiently in a professional and non-expert environment, both orally and in writing.
10. Make efficient use of ITC in the communication and transmission of results.
11. Propose new methods or well-founded alternative solutions.
12. Propose viable projects and actions that promote social, economic and environmental benefits.
13. Respond to problems applying knowledge to practice.
14. Show respect for diversity and the plurality of ideas, people and situations.
15. Students must be capable of applying their knowledge to their work or vocation in a professional way and they should have building arguments and problem resolution skills within their area of study.
16. Students must be capable of collecting and interpreting relevant data (usually within their area of study) in order to make statements that reflect social, scientific or ethical relevant issues.
17. Students must be capable of communicating information, ideas, problems and solutions to both specialised and non-specialised audiences.
18. Students must develop the necessary learning skills to undertake further training with a high degree of autonomy.
19. Students must have and understand knowledge of an area of study built on the basis of general secondary education, and while it relies on some advanced textbooks it also includes some aspects coming from the forefront of its field of study.
20. Use the capacity for analysis and synthesis to solve problems.
21. Weigh up the risks and benefits of both your own proposals for improvement and those of others.
22. Work in institutional and interprofessional networks.

Content

Unit 1- Introduction to Quality Management.

Unit 2- Regulatory models: ISO standards.

Unit 3- Implementation process of the ISO 9001: 2015 standard.

Unit 4- Process management.

Unit 5- Integrated management systems.

Unit 6- Models for the implementation of Total Quality.

Unit 7- The EFQM model - Interrelations with the ISO 9001 standard.

Unit 8- Work teams in the field of quality management: The "Quality Circles".

Unit 9- Corporate Security.

Unit 10- Quality Management in Public Administration.

Methodology

The teaching methodology will consist of a combination of the traditional master classes during the first part of the directed classes, to give way immediately afterwards to the group and individual study of practical cases and their subsequent supervised and autonomous development by the students.

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, 10, 19, 15, 22
Theoretical classes: master classes	40	1.6	3, 2, 4, 9, 13, 1, 10, 6, 7, 8, 21, 12, 19, 18, 17, 15, 16, 14, 22, 20
Type: Supervised			
Follow-up tutorials for team works: supervision of the teacher	12	0.48	2, 9, 13, 1, 10, 5, 6, 7, 8, 21, 11, 12, 19, 18, 17, 15, 22
Type: Autonomous			
Personal study: personal work of consolidation of knowledge	37	1.48	2, 13, 1, 10, 5, 6, 7, 21, 11, 12, 19, 18, 15, 16, 22, 20
Resolution of practical cases and accomplishment of works in group	57	2.28	3, 2, 4, 9, 13, 1, 10, 5, 6, 7, 8, 21, 11, 12, 19, 18, 15, 16, 14, 22, 20

Assessment

The EVALUATION will consist of:

- Written tests that allow to assess the knowledge acquired by the student (50%): At the end of the course, two theoretical tests will be carried out, each equivalent to 25% of the grade for the course. 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 (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. 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 in order to pass the continuous evaluation..

RECOVERY:

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.

WARNING: 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
Conceptual theoretical tests	50%	0	0	3, 10, 19, 18, 15, 22
Solving practical cases and carrying out group works	50%	0	0	3, 2, 4, 9, 13, 1, 10, 5, 6, 7, 8, 21, 11, 12, 19, 18, 17, 15, 16, 14, 22, 20

Bibliography

RECOMMENDED BIBLIOGRAPHY:

- Jiménez Tello. P./ Equeter Leva, A. (2021) . *Modelos integrados de gestión: Calidad y Seguridad Corporativa*. Escuela de Prevección y Seguridad Integral - Universidad Autónoma de Barcelona.
- CEN (20015). *UNE-EN ISO 9001- Sistemas de gestión ambiental. Requisitos*. AENOR.
- CEN (2015). *UNE-EN ISO 14001- Sistemas de gestión de la calidad. Requisitos con orientación para su uso*. AENOR.
- ISO, (2018). *UNE-EN ISO 45001- Sistemas de gestión de la seguridad y salud en el trabajo. Requisitos con orientación para su uso*.ISO.
- Radoslav Jankal, Miriam Jankalova (2016) *The Application of The EFQM Excellence Model by the Evaluation of Corporate Social Responsibility Activities of Companies*. Procedia Economics and Finance, Volume 39, P. 660-667. [https://doi.org/10.1016/S2212-5671\(16\)30313-6](https://doi.org/10.1016/S2212-5671(16)30313-6). (<https://www.sciencedirect.com/science/article/pii/S2212567116303136>)

FURTHER READING

- alainversa. (2014). *Plus Consulting gestión empresarial* (Video). ivoox. (http://www.ivoox.com/podcast-plus-consulting-gestion-empresarial_sq_f191540_1.html)
- Berruezo, David. (2006). *Mario Nissim* (Video). YouTube. (<http://www.enac.es/web/enac/inicio>)
- Jiménez Tello, Pilar (2009). *Auditoria Universitaria de Calidad: La evaluación como conquista social ante la incompetencia universitaria global*. VDM Verlag Dr.Müller.

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

- Velasco Sánchez, Juan (2010). *Gestión de calidad: mejora continua y sistemas de gestión de calidad: teoría y práctica*. Pirámide.

Software

This course does not require specific software.