

**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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## Teaching groups languages

To check the language/s of instruction, you must click on "Methodology" section of the course guide.

## Prerequisites

This subject doesn't have any pre-requirements

## Objectives and Contextualisation

The objective of this course is for students to be able to design, develop, implement and manage a Quality Management System in a business context whether private or public, in accordance with international standards ISO 9001 and Total Quality, through the Learning common use tools in 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

- Topic 1- Introduction to Quality Management.
- Topic 2- Product safety and quality management systems. ISO standards.
- Topic 3- Implementation process of the ISO 9001: 2015 standard.
- Topic 4- Integrated management systems: ISO 9001-ISO 14001-ISO 45.001.
- Topic 5- Models for the implementation of Total Quality (TQM).
- Topic 6- The EFQM model- Interrelationships and differences between EFQM and ISO standards.
- Topic 7- Work teams in the quality management : The Quality Circles.
- Topic 8- Corporate Security

## Methodology

The teaching methodology consists of a combination of the traditional master classes during the first part of the directed classes, to give way immediately after to the group study of practical cases and their subsequent autonomous development supervised.

Teaching language: English.

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

CONTINUOUS ASSESSMENT will consist of

- Written tests that allow the assessment of the knowledge acquired by the students (50% of the evaluation grade):

Test 1 ..... Contexts associated with the concepts covered during the course, in terms of Quality Management Systems and Corporate Security (30%).

Test 2..... Definitions / descriptions associated with the concepts covered during the course, in terms of Quality Management S in order to pass the continuous assessment (20%).

- Delivery of practical exercises in group (50% of the evaluation grade):

Throughout the course, a total of 5 practical exercises will be carried out on quality management systems, each of which will be carried out in a group and will be evaluated with the delivery of the exercise in English with a weight of 10% of the evaluation grade. Due to its curricular nature, the in-person participation of the students in the practical exercises is mandatory for their personalized evaluation. Their non-attendance requires the corresponding formal supporting document from the students for their consideration, and they must participate in a minimum of three practices in order to pass the continuous assessment.

**SINGLE ASSESSMENT:** Students who opt for the single assessment will take a final synthesis test of all the content of the subject (50% of the evaluation grade) and will deliver the subject exercises (50% of the evaluation grade). The date for this test and the delivery of the exercises will be the same scheduled for the last continuous assessment exam. The same recovery system will be applied for the continuous assessment.

**EVALUATION of the STUDENTS in SECOND CALL or MORE:** The students who repeat the subject will have to take the scheduled tests and exams and deliver the subject work on the dates indicated in the Moodle classroom.

**RECOVERY:** In case of not passing the subject in accordance with the aforementioned criteria (continuous assessment), students may take a recovery test on the scheduled date and time and which will deal with the contents of the program. To participate in the recovery, students must have been previously evaluated in a set of activities, whose weight 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 will be a maximum of 5-Pass.

**WARNING:** Without prejudice to other disciplinary measures deemed appropriate, and in accordance with current academic regulations, irregularities committed by students that may lead to a grade variation will be graded zero (0). For example, plagiarizing, copying, allowing copying..., an evaluation activity, will imply failing this evaluation activity with a zero (0). The 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 directly suspended, with no 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

BIBLIOGRAFÍA RECOMENDADA:

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- CEN (20015). *UNE-EN ISO 9001:2015. Sistemas de gestión de la calidad Requisitos*. AENOR.

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#### BIBLIOGRAFÍA COMPLEMENTARIA:

--Jiménez T. P. (2009). *Auditoria Universitaria de Calidad: La evaluación como conquista social ante la incompetencia universitaria global*. VDM Verlag Dr. Müller

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

#### Software

This course does not require specific software.