

**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 |

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.
- 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. Propose new methods or well-founded alternative solutions.
11. Propose viable projects and actions that promote social, economic and environmental benefits.
12. Respond to problems applying knowledge to practice.
13. Show respect for diversity and the plurality of ideas, people and situations.
14. 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.
15. 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.
16. Students must be capable of communicating information, ideas, problems and solutions to both specialised and non-specialised audiences.
17. Students must develop the necessary learning skills to undertake further training with a high degree of autonomy.
18. 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.
19. Use the capacity for analysis and synthesis to solve problems.
20. Weigh up the risks and benefits of both your own proposals for improvement and those of others.
21. Work in institutional and interprofessional networks.

Content

- Topic 1: Introduction to Quality Management: sources, theories, concepts and approaches.
- Topic 2: Product safety and Quality Management Systems.
- Topic 3: ISO standards: concepts, regulatory framework, evolution and structure.
- Topic 4: ISO standards implementation process: ISO 9001: 2015 standard.
- Topic 5: Process management; Process maps.
- Topic 6: Extension of regulatory systems.
- Topic 7: Integrated Management System: ISO 9001-ISO 14001 - ISO 45001.
- Topic 8: Models for the implementation of the Total Quality Management: Scope.
- Topic 9: Models for the implementation of the Total Quality Management: Techniques CPK, SPC, AMFE, 8D,
- Topic 10: EFQM model.
- Topic 11: Interrelations and differences between EFQM and ISO 9001.
- Topic 12: Work teams in the field of Quality Management: Quality Circles.
- Topic 13: Corporate Security.
- Topic 14: Quality Management in the Public Administration.

Methodology

Bearing in mind that the class modality is Online and in order to achieve the learning objectives described in this Guide, we will develop a methodology that combines individual autonomous study based on the subject's agenda, with individual work of realistic practice cases that the students themselves will propose.

The practices of the subject will be carried out in English, so that students become familiar with the models and standards of Quality Management in an international context. It is important to mention that the main objective of the videoclasses is to resolve doubts related to the agenda, for its subsequent implementation in the exercises proposed. A forum will also be created, where students can plan doubts and clarifications about the subject.

Teaching language: Spanish.

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, 18, 17, 14, 21 |
| Online classes to ask questions about practical exercises and | 12 | 0.48 | 3, 2, 9, 7, 8, 20, 10, 18, 17, 16, 14, |

 Type: Supervised

| | | | |
|--|----|------|--|
| FORUMS for consultation and debate about doubts on the ternary and practical exercises | 24 | 0.96 | 2, 9, 12, 1, 5, 7, 8, 20, 17, 16, 14, 13, 21, 19 |
|--|----|------|--|

 Type: Autonomous

| | | | |
|-----------------------------|-----|-----|---|
| Practical exercises (PEC's) | 110 | 4.4 | 3, 2, 12, 1, 5, 6, 7, 8, 20, 10, 11, 18, 17, 16, 14, 15, 13, 21, 19 |
|-----------------------------|-----|-----|---|

Assessment

CONTINUOUS ASSESSMENT will consist of

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

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 Systems and Corporate Security (20%).

These tests will consist of short quiz-type questions. A minimum grade of 4 must be obtained in each of the two written tests, in order to pass the continuous assessment.

- Delivery of practical exercises in group (50% of the evaluation mark): Throughout the course, students will individually develop a total of 4 practical exercises (PEC's) that will deal with the quality management system of a real or imaginary case proposed by the students themselves, using the models and methodologies exposed in the subject matter. The practical exercises (PEC's) will be carried out in English and a minimum of three must be submitted 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 assessment grade) and will hand in the practical exercises (50% of the assessment grade), on the same date and time scheduled for the last continuous assessment exam. The same recovery system will be applied as for the continuous evaluation.

STUDENT EVALUATION in SECOND CALL or MORE: Students who repeat the subject, will have to take the scheduled tests and exams and deliver the subject exercises on the dates indicated in the Moodle classroom.

RECOVERY: If the subject is not passed according to the aforementioned criteria (continuous assessment), students may take a recovery test on the scheduled date and time, 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.

NOTICE: 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 with a zero (0). For example, plagiarizing, copying, allowing copying..., an evaluation activity, will imply failing this evaluation activity with a zero (0). Evaluation activities graded 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 |
|-------|-----------|-------|------|-------------------|
|-------|-----------|-------|------|-------------------|

| | | | | |
|---------------------------------------|-----|---|---|---|
| Individual practical exercises(PEC's) | 50% | 0 | 0 | 3, 2, 4, 9, 12, 1, 5, 6, 7, 8, 20, 10, 11, 18, 17, 16, 14, 15, 13, 21, 19 |
| Final exam | 50% | 0 | 0 | 3, 18, 17, 14, 21 |

Bibliography

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- Jankalova, M. & Jankal, R.(2016). The Application of The EFQM Excellence Model by the Evaluation of Corporate Social Responsibility Activities of Companies. *Procedia Economics and Finance*, 39, P. 660-667. [https://doi.org/10.1016/S2212-5671\(16\)30313-6](https://doi.org/10.1016/S2212-5671(16)30313-6).

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Software

This assignment does not require specific software.