



Teaching Guide				
Identifying Data				2015/16
Subject (*)	Xestión da Calidade	Code	771G01044	
Study programme	Grao en Enxeñaría de Deseño Industrial e Desenvolvemento do Produto			
Descriptors				
Cycle	Period	Year	Type	Credits
Graduate	1st four-month period	Fourth	Optativa	6
Language	SpanishGalicianEnglish			
Teaching method	Face-to-face			
Prerequisites				
Department	Análise Económica e Administración de Empresas			
Coordinador	Dominguez Feijoo, Gerardo	E-mail	g.dominguez@udc.es	
Lecturers	Dominguez Feijoo, Gerardo	E-mail	g.dominguez@udc.es	
Web	http://eudi.udc.es			
General description	<p>This course complements the content of other materials that are directly or indirectly related to economics and business management of the design.</p> <p>The main purpose of it is to equip students with the knowledge those needed to succeed in the field of Quality. To do this, it will release the concept of quality, its historical development, the current notion Assurance standards and quality management, the concept of security, ...</p>			

Study programme competences / results	
Code	Study programme competences / results
A1	Aplicar o coñecemento das diferentes áreas involucradas no Plano Formativo.
A4	Traballar de forma efectiva como individuo e como membro de equipos diversos e multidisciplinares.
A8	Capacidade de usar as técnicas, habilidades e ferramentas modernas para a práctica da enxeñaría.
A10	Comprensión das responsabilidades éticas e sociais derivadas da súa actividade profesional.
B1	Capacidade de comunicación oral e escrita de maneira efectiva con ética e responsabilidade social como cidadán e como profesional.
B4	Traballar de forma colaborativa. Coñecer as dinámicas de grupo e o traballo en equipo.
B5	Resolver problemas de forma efectiva.
B7	Capacidade de liderado e para a toma de decisións.
B10	Capacidade de organización e planificación.
B12	Comprensión das responsabilidades éticas e sociais derivadas da súa actividade profesional
C4	Desenvolverse para o exercicio dunha cidadanía aberta, culta, crítica, comprometida, democrática e solidaria, capaz de analizar a realidade, diagnosticar problemas, formular e implantar solucións baseadas no coñecemento e orientadas ao ben común.
C5	Entender a importancia da cultura emprendedora e coñecer os medios ao alcance das persoas emprendedoras.
C6	Valorar criticamente o coñecemento, a tecnoloxía e a información dispoñible para resolver os problemas cos que deben enfrontarse.
C7	Asumir como profesional e cidadán a importancia da aprendizaxe ao longo da vida.
C8	Valorar a importancia que ten a investigación, a innovación e o desenvolvemento tecnolóxico no avance socioeconómico e cultural da sociedade.

Learning outcomes	
Learning outcomes	Study programme competences / results



Collaborating with the different areas of the company involved in the design process and product development, face to understand the need for management and control of product quality and process	A1	B1	C4
	A4	B4	C5
	A8	B5	C6
	A10	B7	C7
		B10	C8
		B12	

Contents	
Topic	Sub-topic
Introduction to quality and safety	<ul style="list-style-type: none"> <li>- Fundamentos e conceptos previos sobre a calidade. A importancia da calidade na actualidade.</li> <li>- Normalización, Certificación e Acreditación</li> <li>- Calidade vs. Seguridade. A seguridade dos produtos industriais</li> </ul>
Quality and its management	<ul style="list-style-type: none"> <li>- Implantación/certificación de Sistemas de Xestión da Calidade.</li> <li>- A familia de Normas ISO 9000</li> <li>- A Xestión da Calidade Total (Total Quality Management)</li> <li>- Auditoría dos Sistemas de Xestión</li> </ul>
Quality and improvement	<ul style="list-style-type: none"> <li>- Ferramentas para a mellora da calidade</li> <li>- Análise dos custos asociados á calidade</li> <li>- Técnicas de control de calidade aplicadas ao ámbito do deseño</li> </ul>

Planning				
Methodologies / tests	Competencies / Results	Teaching hours (in-person & virtual)	Student?s personal work hours	Total hours
Guest lecture / keynote speech	A1 A10 B10 B12 C4 C5 C6 C7	41	82	123
Supervised projects	A4 B1 B4 B7 C5 C8	0	23	23
Mixed objective/subjective test	A8 B5	1	0	1
Personalized attention		3	0	3

(\*)The information in the planning table is for guidance only and does not take into account the heterogeneity of the students.

Methodologies	
Methodologies	Description
Guest lecture / keynote speech	Oral presentation complemented with it use of media and the introduction of some questions to the students, in order to impart knowledge and facilitate learning.
Supervised projects	Methodology designed to promote independent learning of students under a teacher's supervision in various scenarios (academic and professional).
Mixed objective/subjective test	Try integrating type questions and essay questions testing objective type tests. As for essay questions, collect open-response questions. Moreover, as objective questions, you can combine multiple-choice questions, management, short answer, discrimination, complete and / or association.

Personalized attention	
Methodologies	Description
Supervised projects	Personal attention consist in conducting tutorials, individual and group, which will be raised in greater detail the work supervised and monitored them will take place. However, the tutorials will also be used to resolve and clarify cualquier type of questions that matter.
Guest lecture / keynote speech	
Mixed objective/subjective test	



## Assessment

Methodologies	Competencies / Results	Description	Qualification
Supervised projects	A4 B1 B4 B7 C5 C8	Supervised the work to be performed by the student are: JOB 1: &quot;WORLD OF MARKS / QUALITY STAMPS&quot; In this paper the conceptual framework and characteristics of a series of marks / stamps Top quality at present be explained. WORKSHOP 2 The 2nd work will focus on different aspects of the subject that students must delve in greater detail given by the teacher.	10
Mixed objective/subjective test	A8 B5	In addition, all students must take the final exam to finish the semester in which the knowledge gained by this in relation to the concepts discussed will be evaluated. The final exam will consist of a set of test questions.	90
Others			

## Assessment comments

A nota do exame ponderará ao 75% da nota final e contará a partir do 3,5, os traballos e asistencias ponderarán o o outro 25%

## Sources of information

Basic	O listado da bibliografía actualizada que se utilizará como apoio desta materia facilitarase ao alumno ao inicio de cada curso académico
Complementary	

## Recommendations

### Subjects that it is recommended to have taken before

### Subjects that are recommended to be taken simultaneously

### Subjects that continue the syllabus

Aspectos Económicos e Empresariais do Deseño/771G01033

Normativa e Lexislación/771G01035

Loxística Industrial/771G01045

### Other comments

(\*)The teaching guide is the document in which the URV publishes the information about all its courses. It is a public document and cannot be modified. Only in exceptional cases can it be revised by the competent agent or duly revised so that it is in line with current legislation.