



Teaching Guide

| Identifying Data | | | | | 2016/17 |
|---------------------|--|--------|--------------------|---------|---------|
| 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

| Code | Study programme competences |
|------|--|
| 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 | | |
|---|-----------------------------|------------------------------------|----------------------------|
| 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 A4 A8 A10 | B1 B4 B5 B7 B10 B12 | C4 C5 C6 C7 C8 |



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

| Planning | | | | |
|---------------------------------|-------------------------------|----------------------|-------------------------------|-------------|
| Methodologies / tests | Competencies | Ordinary class hours | 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 | Description | Qualification |



| | | | |
|---------------------------------|-------------------|--|----|
| Supervised projects | A4 B1 B4 B7 C5 C8 | Supervised the work to be performed by the student are: JOB 1: "WORLD OF MARKS / QUALITY STAMPS" 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

Note of the examination shall weighted 75% of the final grade and will be starting to do 3.5, works and assists the other 25% weighted

The ?Students with recognition of dedicación in time partial and metes out academic of exemption of assistance? will communicate to the start of the course his situation the professors of the subject, second establishes the "Norm that regulates the regime of dedication to the study of the students of degree in the UDC? (Art.3.b And 4.5) and the ?Norms of evaluation, review and claim of the qualifications of the studies of degree and mestrado university? (Art. 3 and 8b).

The students in this situation will be assesin the date approved by the School, by means of join objective proof envelope the contents of the step 3 of the Guide, and a work to consensus with the professors of the subject.

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.