UNIVERSIDADE DA CORUÑA

Teaching Guide			
Identifying Data			**2019/20**
Subject (*)	Quality Management	**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	Optional	6

Language	Spanish		
Teaching method	Face-to-face		
Prerequisites			
Department	EconomíaEmpresa		
Coordinador	Domínguez Feijóo, Gerardo	**E-mail**	g.dominguez@udc.es
Lecturers	Domínguez Feijóo, Gerardo	**E-mail**	g.dominguez@udc.es
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Web	http://eudi.udc.es		
General description	This course complements the content of other materials that are directly or indirectly related to economics and business management of the design. 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, ...		

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 sociales derivadas da súa actividade profesional
C4	Acting as a respectful citizen according to democratic cultures and human rights and with a gender perspective
C5	Understanding the importance of entrepreneurial culture and the useful means for enterprising people
C6	Acquiring skills for healthy lifestyles, and healthy habits and routines.
C7	Developing the ability to work in interdisciplinary or transdisciplinary teams in order to offer proposals that can contribute to a sustainable environmental, economic, political and social development.
C8	Valuing the importance of research, innovation and technological development for the socioeconomic and cultural progress of society.

Learning outcomes			
Learning outcomes	**Study programme competences**		
Collaborating with the different areas of the company involved in the design process and product development, in order to understand the need for the 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	- Fundaments and previous concepts about quality. The importance of quality nowadays - Standardization, Certification and Accreditation - Quality vs. Security. The safety of industrial products
Quality and its management	- Implementation/certification of Quality Management Systems - The ISO 9000 Family of Standards - The Total Quality Management - Audit of Management Systems
Quality and improvement	- Tools for quality improvement - Analysis of the costs associated with quality - Quality control techniques applied to the field of design

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 the use of media and the introduction of some questions to the students, in order to spread knowledge and facilitate learning.
Supervised projects	Methodology designed to promote independent learning of students under the teacher's supervision in various scenarios (academic and professional).
Mixed objective/subjective test	It integrates different type of questions; namely, essay questions and objective test questions. Essay questions involve open-response questions, while objective questions can combine multiple-choice questions, short-answer, discrimination, complete and/or association questions.

Personalized attention	
Methodologies	**Description**
Supervised projects Guest lecture / keynote speech Mixed objective/subjective test	Personal attention consists in conducting tutorials, individually and in group, which will be raised in greater detail the work supervised and monitored them will take place. The tutorials will also be used to resolve and clarify any doubt in realtion to the course.

Assessment			
Methodologies	**Competencies**	**Description**	**Qualification**

Supervised projects	A4 B1 B4 B7 C5 C8	Supervised academic work to be performed by the student are:	25
		TASK 1: "WORLD OF MARKS/QUALITY STAMPS"	
		In this academic work the conceptual framework and characteristics of a series of marks/quality stamps will be required.	
		TASK 2	
		The 2nd academic work will focus on different aspects of the subject proposed by the teacher that that students must delve in greater detail.	
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 them in relation to the concepts discussed will be evaluated. The final exam will consist of a set of test questions.	75
Others			

Assessment comments
The exam mark will weight 75% of the final grade -it will be taken into account from from 3.5 points onwards- and the works and participation will weight the remaining 25%.
The ?Alumnado con reconocimiento de dedicación a tiempo parcial y dispensa académica de exención de asistencia? will communicate their situation to the professors at the begining of the course, as it is established by the "Norm that regulates the regime of dedication to the studyof the students of degree in the UDC? (Art.3.b and 4.5) and the ?Norms ofevaluation, review and claim of the qualifications of the studies of degree andmestrado university? (Art. 3 and 8b).
The students in this situation will be assesed in the date approved by the School, by means of an exam on the contents of the step 3 of the Guide, and an academic work to consensus with the professors of the subject.

Sources of information	
Basic	O listado da bibliografía actualizada que se utilizará como apoio nesta materia facilitarase ao alumnado 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
Economic and Business Aspects of Design/771G01033
Regulations and Legislation/771G01035
Industrial Logistics/771G01045
Other comments
?To help to achieve some immediate surroundings sustained and fulfil with the aim of the action number 5: ?Teaching and investigation healthy and sustentable environmental and social? of the "Plan of Action Green Campus Ferrol":1. The delivery of the documentary works that realize in this subject:1.1. They will request in virtual format and/or informatic support1.2. They will realize through Moodle, in digital format without need to print them1.3. In case to be necessary to realize them in paper:- Will not employ plastic.- Will realize impressions to double face.- Will employ paper recycled.- Will avoid the impression of drafts.2. It has to have in account the importance of the ethical principles related with the values of the sostenibilidad in the personal and professional behaviours