



## Teaching Guide

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 Rey Ares, Lucía	E-mail	g.dominguez@udc.es lucia.rey.ares@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	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	<ul style="list-style-type: none"> <li>- Fundaments and previous concepts about quality. The importance of quality nowadays</li> <li>- Standardization, Certification and Accreditation</li> <li>- Quality vs. Security. The safety of industrial products</li> </ul>
Quality and its management	<ul style="list-style-type: none"> <li>- Implementation/certification of Quality Management Systems</li> <li>- The ISO 9000 Family of Standards</li> <li>- The Total Quality Management</li> <li>- Audit of Management Systems</li> </ul>
Quality and improvement	<ul style="list-style-type: none"> <li>- Tools for quality improvement</li> <li>- Analysis of the costs associated with quality</li> <li>- Quality control techniques applied to the field of design</li> </ul>

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	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 relation to the course.
Guest lecture / keynote speech	
Mixed	
objective/subjective test	

Assessment			
Methodologies	Competencies	Description	Qualification



Supervised projects	A4 B1 B4 B7 C5 C8	Supervised academic work to be performed by the student are: 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.	25
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 beginning of the course, as it is established by 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 masterado university" (Art. 3 and 8b).

The students in this situation will be assessed 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

(\*)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.