



Teaching Guide

Teaching Guide				
Identifying Data				2023/24
Subject (*)	Quality Management		Code	610500022
Study programme	Mestrado Universitario en Ciencias, Tecnoloxías e Xestión Ambiental (plan 2012)			
Descriptors				
Cycle	Period	Year	Type	Credits
Official Master's Degree	2nd four-month period	First	Optional	3
Language	Spanish			
Teaching method	Face-to-face			
Prerequisites				
Department	Departamento profesorado másterQuímica			
Coordinador	Andrade Garda, Jose Manuel	E-mail	jose.manuel.andrade@udc.es	
Lecturers	Andrade Garda, Jose Manuel Del Castillo Busto, Estela	E-mail	jose.manuel.andrade@udc.es estela.delcastillo@udc.es	
Web				
General description	The subject is intended to yield a general overview of a fundamental issue requested by many employers: customer satisfaction and quality management. Therefore, the needs and requisites of a forma quality management systems are reviewed. The basics of environmental management systems are also depicted briefly (as they are studied more deeply in other subject).			

Study programme competences

Code	Study programme competences
A1	Coñecemento das realidades interdisciplinares da Química e do Medio Ambiente, dos temas punteiros nestas disciplinas e das perspectivas de futuro.
A16	Comprender a problemática asociada aos residuos, os modos de xestionalos e as principais tecnoloxías de tratamento de residuos.
A18	Coñecer as implicacións económicas dos problemas ambientais, os instrumentos de política económica e os principais indicadores ambientais.
A19	Coñecemento e interpretación da lexislación, normativa e procedementos administrativos básicos sobre medios acuosos, chans e atmosferas. Comprensión das bases científicas e económicas da sustentabilidade.
A21	Comprender os fundamentos dos procesos de calidade e o modo de xestionalos.
B3	Que os estudantes sexan capaces de integrar coñecementos e enfrontarse á complexidade de formular xuízos a partir dunha información que, sendo incompleta ou limitada, inclúa reflexións sobre as responsabilidades sociais e éticas vinculadas á aplicación dos seus coñecementos e suízos.
B4	Que os estudantes saiban comunicar as súas conclusións e os coñecementos e razóns últimas que as sustentan a públicos especializados e non especializados dun modo claro e sen ambigüedades.
B5	Que os estudantes posúan as habilidades de aprendizaxe que lles permitan continuar estudando dun modo que haberá de ser en gran medida autodirixido ou autónomo.
B6	Ser capaz de analizar datos e situacións, xestionar a información dispoñible e sintetizala, todo iso a un nivel especializado.
B8	Comprender, a un nivel especializado, as consecuencias do comportamento humano na contorna ambiental.
C2	Ser capaz de manter un pensamento crítico dentro dun compromiso ético e no marco da cultura da calidade.
C4	Expresarse correctamente, tanto de forma oral coma escrita, nas linguas oficiais da comunidade autónoma.
C7	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.
C10	Asumir como profesional e cidadán a importancia da aprendizaxe ao longo da vida.

Learning outcomes

Learning outcomes	Study programme competences
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The main objective of this subject is to teach the student the basic concepts associated to quality management. It is also intended that the student understands and handles those basis ideas to foresee and predict the minimum elements of a quality management system in a company.	AC1	BC3	CC2
	AC16	BC4	CC4
	AC18	BC5	CC7
	AC19	BC6	CC10
	AC21	BC8	

Contents	
Topic	Sub-topic
Chapter 1: Introduction	Subjective and objective definitions for quality
Chapter 2: Social implications of quality management systems	Implicit implications of quality
Chapter 3: Models for Quality Management	ISO 9000 ISO 17025 ISO 14000 EFQM Company Social Responsibility
Chapter 4: Common problems	Typical difficulties when applying the model Staff empowerment and participation Distributing power Motivating the staff
Chapter 5: Generalizing the concept of Quality	Integrating systems: environmental management and self protection (Oshas 18000)

Planning				
Methodologies / tests	Competencies	Ordinary class hours	Student?s personal work hours	Total hours
Supervised projects	A1 A21 B3 B4 B5 B6 C4 C10	1	23.5	24.5
Guest lecture / keynote speech	A16 A18 A19 B3 B4 B8 C2 C7 C10	17	17	34
Case study	A19 B4 B5 C2 C4	2	11	13
Objective test	A1 A16 A21 B4 C2 C4	1	2	3
Personalized attention		0.5	0	0.5
(*)The information in the planning table is for guidance only and does not take into account the heterogeneity of the students.				

Methodologies	
Methodologies	Description
Supervised projects	Cada alumno realizará un traballo consistente na análise dun aspecto das guías internacionais de calidade. Alternativamente tamén se pode facer un estudo dun caso de éxito dunha empresa.
Guest lecture / keynote speech	Descrición e estudo dos fundamentos dos Sistemas de Xestión da Calidade. Problemas habituais e ventaxas da súa aplicación.
Case study	Tendo en conta a disponibilidad dos profesionais alleos á Universidade aos cais se ten solicitado a súa colaboración, poderán abordarse casos reais de implantación de sistemas de calidade na industria u organismos públicos.
Objective test	Resumo escrito dos casos prácticos presentados por persoas que desenvolven o seu traballo na empresa.

Personalized attention	
Methodologies	Description



Case study	Students are strongly encouraged to discuss their doubts during the lectures. However, they can also attend tutorships problems or doubts on the subject.
Supervised projects	
Guest lecture / keynote speech	Before starting the written reports, they will discuss with the teacher (in his office, for a while) the objectives and scope in order to focus the reports.

Assessment			
Methodologies	Competencies	Description	Qualification
Case study	A19 B4 B5 C2 C4	Asistencia e redacción dos resumos escritos de cada un dos casos de estudo. Calidade na redacción, extracción de ideas chave, extensión dos temas tratados	20
Supervised projects	A1 A21 B3 B4 B5 B6 C4 C10	Boa redacción, explicacións relevantes e capacidade de síntese. Cantidade de referencias a seccións da norma oficial.	50
Guest lecture / keynote speech	A16 A18 A19 B3 B4 B8 C2 C7 C10	Asistencia ás clases maxistras e aos casos prácticos; asemade, actitude participativa. Aporte de ideas e implicación nas discusións.	20
Objective test	A1 A16 A21 B4 C2 C4	Concisión na exposición das ideas que respondan ás cuestións plantexadas	10
Others			

Assessment comments
The fraudulent performance, including plagiarism in any activity, during the assessment tests or activities, once confirmed, will directly imply the qualification of failing (numerical score "0") in the subject in the corresponding academic course, regardless of whether the fault was done in the first or the second call. For this, the score of the first call will be modified, if necessary. Full attendance to the classes and talks represent a sine qua non condition to pass the subject. STUDENS WITH PARTIAL-TIME DEDICATION The evaluation criteria applied is the same indicated previously. STUDENTS EXEMPTED FROM REGULAR ATTENDANCE TO THE LESSONS For the students exempted from regular attendance to the lessons, the same evaluation criteria indicated above apply (except in the part of Seminars where only the resolution of the questions / problems raised by the teacher will be taken into account). For them, the laboratory practices will be scheduled as flexible as possible, although taking into account the regular timetables, as well as the instrumental and human resources available. This holds for both evaluation opportunities

Sources of information	
Basic	- Unión Europea (2017). Regulation EU 2018/2026. - ISO official website (2020). Información acerca ISO14001. - BADIA, A. (2002). Calidad, modelo ISO9001. Deusto
Complementary	

Recommendations
Subjects that it is recommended to have taken before
Subjects that are recommended to be taken simultaneously
Subjects that continue the syllabus



Other comments

Attendance to the theoretical lessons and seminars is a sine qua non condition to pass the subject. Gender equality The search for citizens with critical attitudes, open-minded and respectful with the diversity of our Society will be promoted. All students will be treated equally and will have the same rights. Green Campus Program Facultade de Ciencias To preserve the environment and to fulfill the objective set at point 6 of the "Declaración Ambiental da Facultade de Ciencias (2020)", the written reports for this subject should: a. be presented, preferently, in a virtual-electronic format. b. If they are delivered in print: - Do not use plastics. - Print double side. - If possible, use recycled paper. - Avoid printing drafts

(*) 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.