

**COURSE DATA****Data Subject**

Code	35824
Name	Quality and enviromental management
Cycle	Grade
ECTS Credits	4.5
Academic year	2019 - 2020

Study (s)

Degree	Center	Acad. year	Period
1313 - Degree in Business Management and Administration	Faculty of Economics	4	First term

Subject-matter

Degree	Subject-matter	Character
1313 - Degree in Business Management and Administration	21 - Competitiveness factors	Optional

SUMMARY

The main purpose of the subject is to analyse the foundations, concepts, technical and basic tools of quality management and of the environmental management, as well as the norms and models linked to them (norms ISO 9001 and 14001, model EFQM, regulation EMAS) and the relations of integration between both systems of management.

PREVIOUS KNOWLEDGE**Relationship to other subjects of the same degree**

There are no specified enrollment restrictions with other subjects of the curriculum.

Other requirements

They are not necessary previous knowledges, although it is convenient to have surpassed all the compulsory subjects as well as the related with the management of companies



OUTCOMES

1313 - Degree in Business Management and Administration

- Be able to use ICTs in the field of study.
- Be able to analyse and search for information from different sources.
- Be able to solve problems.
- Be able to make decisions.
- Be able to transmit and communicate complex ideas and approaches to both specialised and lay audiences.
- Be able to work in a team.
- Be able to learn autonomously.
- Show creativity.
- Show motivation for quality.
- Be able to contribute positively to raising awareness of environmental and social issues and to overcoming all forms of discrimination, as essential factors for economic development and poverty alleviation.
- Be able to apply and introduce continuous improvement procedures in all areas of the organisation.
- Know how to apply the techniques, models and tools of quality and environmental management, applying continuous improvement techniques, and knowing how to design effective policies and strategies in this field.

LEARNING OUTCOMES

To know which are the main tendencies and factors of competitiveness in matter of quality and environment. To Know the tools of management, technical and strategic politics for the adaptation to said tendencies and the improvement of the competitiveness. To know how to adequately document the demands and key factors of success in organizations. To Pose strategies or plans of performance in matter of quality, innovation or environment and know the requirements to implement them effectively. To work in a team effectively with other students. To Present and communicate of suitable form resulted of works or analysis made so much of oral form as written. To Establish notable questions and pose autonomously works of orientation researcher on said questions.

DESCRIPTION OF CONTENTS

1. BASIC CONCEPTS OF QUALITY



- 1.1 Definition of quality and quality management.
- 1.2 Foundations of quality management.
- 1.3 Strategies of quality.
- 1,4 The model EFQM.

2. MAMANAGMENT AND QUALITY TOOLS

- 2.1 Functions of quality management.
- 2.2 Continuous improvement.
- 2.3 Basic Tools of the quality.

3. BASIC CONCEPTS OF ENVIRONMENT

- 3.1 Economy and environment.
- 3.2 Enterprise and environment.
- 3.3 Business strategy and environment.

4. ENVIRONMENTAL MANAGEMENT TOOLS

- 4.1 Evaluation of environmental impact.
- 4.2 Analyses of lifecycle.
- 4.3 Ecodesign.
- 4.4 Other tools.

5. THE NORMS ISO 9001:2015 and ISO 14001: 2015

- 5.1 The norm ISO 9001:2015
- 5.2 The norm ISO 14001 :2015 and the regulation EMAS
- 5.3 Integration of management systems

**WORKLOAD**

ACTIVITY	Hours	% To be attended
Theory classes	22,50	100
Classroom practices	22,50	100
Development of group work	22,00	0
Study and independent work	45,00	0
TOTAL	112,00	

TEACHING METHODOLOGY

The methodology will consist, on the one hand, in the exhibition by the professor of the essential contents of the subject, treating nevertheless to achieve the greater possible participation of the students and, by another, of practical sessions where the students, will make, working in team, diverse works and will resolve cases on quality management and the environment management. In the measure of the possible, will take place talks and conferences with expositores external to the university.

EVALUATION

The evaluation consists of two blocks :

BLOCK A , consistent in the continuous evaluation during the course of the work of the students , as well as their implication and participation in the development of the subject.

BLOCK B, consistent in an examination on the knowledges acquired during the course.

The block A supposes 40% of the qualification, and the block B 60%, having to surpass both parts to be evaluated on a positive form

REFERENCES**Basic**

- E. Claver Cortés, J.F. Molina Azorín, J.J. Tarí Guilló. GESTIÓN DE LA CALIDAD Y GESTIÓN MEDIOAMBIENTAL. Fundamentos, Herramientas, normas ISO y relaciones (3ª ed.). Pirámide. Madrid (2011).
- M.J. Prieto González. SISTEMAS DE GESTIÓN AMBIENTAL. AENOR. Madrid (2011).
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<http://site.ebrary.com/lib/universvaln/docDetail.action?.docID=10637831>



- J. A. Gómez Martínez. GUÍA PARA LA APLICACIÓN DE UNE-EN ISO 9001:2015. AENOR EDICIONES. Madrid (2015)
- J.M. Valdés, M^a. C. Alonso, N. Calso, M. Novo. GUÍA PARA LA APLICACIÓN DE UNE-EN ISO 14001:2015. aenor. Madrid(2015).
- Guías temáticas de la Biblioteca. <http://cibisoc.blogs.uv.es>

Additional

- A. Betancor Rodríguez, C. Larrinaga González (dirs.). EMAS : ANÁLISIS, EXPERIENCIA E IMPLANTACIÓN. Ecoiuris. Madrid (2004).
- F. Corma Canós. APLICACIONES PRÁCTICAS DEL MODELO EFQM DE EXCELENCIA EN PYMES. Díaz de Santos. Madrid (2005).
Recurso electrónico (Biblioteca U.V.)
<http://site.ebrary.com/lib/universvaln/docDetail.action?docID=10156638>

ADDENDUM COVID-19

This addendum will only be activated if the health situation requires so and with the prior agreement of the Governing Council

English version is not available