COURSE DATA

Data Subject	
Code	36384
Name	Quality management
Cycle	Grade
ECTS Credits	6.0
Academic year	2021 - 2022

Study (s)

Degree	Center	Acad. year	Period
1212 - Degree in Gastronomic Sciences	Faculty of Pharmacy and Food Sciences	3	First term

Subject-matter

Degree	Subject-matter	Character
1212 - Degree in Gastronomic Sciences	24 - Gestión de calidad	Obligatory

Coordination

Name	Department
MARTINEZ PEREZ, JUAN FRANCISCO	105 - Business Administration 'Juan José Renau Piqueras'
NAGORE LACASA, PILAR	105 - Business Administration 'Juan José Renau Piqueras'

SUMMARY

In this subject, which has a mandatory character in the Degree Gastronomic Sciences, is addressed the study of a way of managing organizations that has spread significantly in the last years: quality management. In many areas, as is the case with the ones occupied by organizations in the field of Gastronomic Sciences, quality management is not an option, an unavoidable requirement, given the levels required of these organizations in terms of security and Food quality.

In the development of this subject the different perspectives on quality are analyzed, how are they related to each other and what implications they have on companies; the different management approaches of quality, highlighting its main advantages and disadvantages, and available techniques that can be applied in each of them. Among the available techniques, special emphasis is placed on statistical control techniques, statistical quality tools, statistical process control, graphics of quality control, inspection, sampling and acceptance, as well as sampling plans.

Likewise, the Quality Management Systems are studied, especially the system of the Standard of ISO9001 Quality Management, as well as the EFQM Excellence Model and the self-evaluation based on said model. When analyzing these models and systems, emphasis is placed on the control of documentation, implementation and certification, as well as quality audits.

To broaden the study of quality management systems in the subject, we study the Environmental Management Systems: ISO14001 standard and EMAS European Regulation. As well as the agrifood quality standards: BRC (British Retail Council), IFS (International Food Standard), GLOBALGAP and FSSC2000 (Food Safety System Certification). We also analyze the denominations of quality in the European Union and of differentiated quality: Denomination of origin protected (PDO), Protected Geographical Indication (PGI), Traditional Specialty Guaranteed (TSG). As well as the quality marks. Collective marks and of guarantee of quality.

PREVIOUS KNOWLEDGE

Relationship to other subjects of the same degree

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

Other requirements

OUTCOMES

1212 - Degree in Gastronomic Sciences

- Students must be able to apply their knowledge to their work or vocation in a professional manner and have acquired the competences required for the preparation and defence of arguments and for problem solving in their field of study.
- Students must have the ability to gather and interpret relevant data (usually in their field of study) to make judgements that take relevant social, scientific or ethical issues into consideration.
- Have knowledge and understanding in the field of gastronomic sciences.
- Plan, order and channel activities in such a way that unforeseen events are avoided as much as possible, possible problems are foreseen and minimised, and solutions are anticipated.
- Acquire the basic training needed to formulate hypotheses, gather and interpret information for solving problems using the scientific method, and understand the importance and the limitations of scientific thinking.
- Be able to work in a team and to organise and plan activities, always taking account of gender perspective.
- Resolve tasks or carry out work in the time allotted while maintaining the quality of the result.

- Prepare and handle the writings, reports and action procedures best suited to the problems raised, using non-sexist language.
- Be able to apply this knowledge to the professional world, contributing to the development of human rights, democratic principles, the principles of equality between women and men, solidarity, environmental protection and the promotion of a culture of peace from a gender perspective.
- Understand the management of quality systems and processes.

LEARNING OUTCOMES

To know the basic concepts and tools of quality management in the field of Gastronomic Sciences.

DESCRIPTION OF CONTENTS

1. Concept of Quality and dimensions that compose it

1.1. The concept of quality
1.2. Proposal for a synthesis of the different quality concepts
1.3. Dimensions of product and service quality

2. Quality management: Concept and classic contributions

2.1. Why is it important to manage quality? Quality, productivity and Competitiveness
2.2. Quality management concept
2.3. Control by inspection
2.4. QA
2.5. Limitations of these approaches
2.6. The economic dimension of quality: quality and non-quality costs

3. Techniques and methodologies for the control and improvement of processes

3.1. Process concept and integrating elements
3.2. Techniques for the improvement of processes. Statistical control techniques.
3.3. Statistical tools of quality. Statistical processes control.
3.4. Control charts quality.
3.5 Inspection, sampling and acceptance. Sampling plans

4. Quality assurance: basic concepts

4.1. Emergence and consolidation of quality assurance
4.2. Basic characteristics and definition of quality assurance
4.3. Advantages and limitations of the approach

5. Implementation of a quality assurance system. The ISO 9001 model and the systems integrated

5.1. The norms of the ISO 9000 series
5.2. The model of ISO 9001 standards.
5.3. Phases in the implementation of a quality management system
5.4. The certification of the quality management system
5.5. Documentation control. Quality audits
5.6. The Model of the ISO 14001 standards and the EMAS Regulation
5.7. The integrated system of quality management - environmental management

6. Total quality management (GCT): basic concepts

6.1. Emergence and consolidation of the GCT
6.2. Principles and definition of this approach
6.3. Advantages and limitations of this approach

7. Implementation of an advanced GCT system. The EFQM Model of Excellence in Management

7.1. Models of quality awards: the EFQM Model of Excellence
7.2. Self-evaluation: concept, process, approaches and types
7.3. Phases of the implementation of a GCT system
7.4. Considerations for the implementation of a GCT system

8. Agro-food quality standards

8.1 Quality and safety in the agri-food sector
8.2 BRC quality standard (British Retail Council).
8.3 IFS quality standard (International Food Standard).
8.4 GLOBALGAP.
8.5 FSSC2000 (Food Safety System Certification).

9. Quality Denominations in the European Union

9.1 Differentiated quality and denominations of quality in the European Union
9.2 Protected Designation of Origin (PDO)
9.3 Protected Geographical Indication (PGI)
9.4 Guaranteed Traditional Specialty (TSG).
9.5 Quality marks. Law of marks. Collective marks and of guarantee of quality.

WORKLOAD

ACTIVITY	Hours	% To be attended
Theory classes	60,00	100
Development of group work	15,00	0
Development of individual work	15,00	0
Study and independent work	30,00	0
Preparing lectures	15,00	0
Preparation of practical classes and problem	15,00	0
TOTAL	**150,00**	

TEACHING METHODOLOGY

Classes of theory.- Face-to-face classes for the presentation by the teachers of the concepts and most important contents of each subject in order that the student acquires knowledge related to the subject, enhancing participation.

Tutorials.- The students will attend them in small groups. In them, the teaching staff will value the learning process of the students in a globalized way, will solve the doubts that may have emerged throughout the classes, and will guide them on the most useful work methods to solve the problems that may arise.

Classroom practical classes: resolution of problems and cases.- In these classes the specific application of the knowledge that the students have acquired in the classes of theory. The resolution of problems will be strengthened with a critical spirit.

Study-preparation of seminars, classes and exams.- Hours of autonomous work destined to the reading and preparation of classes, exam preparation and the work to be presented in seminars.

EVALUATION

Part A: Continuous evaluation, during the course, of the work of the students in the theory and practical classes in the classroom, as a result of the teacher's contact with the students in any of the sections of the learning process, as well as their involvement and active participation in the development of the subject (50% of the final grade).

In compliance with article 6.9 of the UV Assessment and Qualification Regulations, practical classes in the classroom are compulsory. It will be considered that the student has complied with the attendance if she has attended a minimum of 80% of the hours of these sessions and has adequately justified the impossibility of attending the remaining sessions.

The grade of the continuous evaluation will not be recoverable and will be kept for the two calls of the academic year.

The continuous evaluation values, the participation of the students in the classroom, as well as the works developed individually or in teams that require the search for additional information analysis (inside or outside the classroom), either for the resolution of cases, exercises, debates, and they are considered non-recoverable training activities, insofar as they try to develop and evaluate the skills of team information analysis, contrasting perspectives and approaches, argumentation of ideas, and oral and written communication.

Part B: Face-to-face written test on the contents taught (theory and practice) throughout the course. The possibility of partial written tests is contemplated. (50% of the final grade).

It is necessary to pass at least one of the parts and that the final grade is 5 or more, to obtain a positive evaluation and pass the subject.

REFERENCES

Basic

- Norma UNE-EN ISO 9001. Edición comparada: diferencias entre las versiones de 2008 y 2015 / AENOR (2016) 978-84-8143-917-5
- Guía para la aplicación de UNE-EN ISO 9001:2015 / José Antonio Gómez Martínez (2015) 978-84-8143-911-3
- Gestión de la calidad y diseño de organizaciones: teoría y estudio de casos / María D. Moreno-Luzón, Fernando J. Peris Bonet, Tomás González Cruz (2001) 978-84-2052-982-0

Additional

- La calidad como variable estratégica y factor de costes / Olga Castro Pérez, Madrid: Club Gestión de Calidad (1996) 978-84-921-0234-9
- Gestión de la calidad y gestión medioambiental: Fundamentos, herramientas, normas ISO y relaciones / Claver, E Molina, J.F y Tarí, J.J. (2011) 978-84-368-2458-2
- Los siete instrumentos de la calidad total / Galgano, A (1995) 978-84-797-8230-6
- Calidad total. fundamentos e implantación / Llorens Montes, F.J. y Fuentes, M.M. (2000) 978-84-368-1412-5
- Control estadístico de la calidad / Montgomery, D. (2004) 978-96-818-6234-3

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

Si por motivo de la COVID-19 (u otras causas), se suspendiera la docencia presencial y fuera sustituida por docencia online, los cambios a introducir son:

CONTENIDOS

Se mantienen todos los contenidos programados para las sesiones teóricas.

VOLUMEN DE TRABAJO Y PLANIFICACIÓN TEMPORAL DE LA DOCENCIA

Se mantiene el volumen de trabajo y las sesiones de teoría y practicas se llevarán a cabo, por videoconferencia, en las fechas y horas programadas. aunque las sesiones online mediante videoconferencia podrían ser más cortas, lo que se compensa con el trabajo tanto individual como en grupo por parte de los/las estudiantes y con sesiones de tutorías.

El volumen de trabajo estimado para los/las estudiantes será equivalente al establecido inicialmente.

METODOLOGIA DOCENTE

Docencia no presencial en las sesiones de teoría: Se hará uso de diversos materiales docentes, todos ellos disponibles a través del aula virtual: diapositivas básicas, extracto de libros, lecturas, presentaciones “locutadas”, espacios de debate mediante el foro del aula virtual para la resolución de dudas / aclaraciones y generación de cuestionarios de autoevaluación para verificar la comprensión de contenidos. Videoconferencias (Aplicación BBC).

Docencia no presencial en las sesiones de práctica: Propuesta de actividades (ejemplos, casos de estudio) por aula virtual, desarrollo de actividades individualmente y en grupo, espacio de debate mediante el foro del aula virtual para las dudas/aclaración de la actividad global y videoconferencia síncrona BBC para la corrección de las prácticas y la presentación y defensa de las actividades.

Tutorías no presenciales: Se realizará mediante correo electrónico, videoconferencia síncrona y/o debates en el foro. Se mantiene el programa de tutorías virtuales (atención en 48 horas laborables máximo por correo electrónico) y en tutorías con horario fijado, en las cuales el profesor/a estará disponible por mail, a través del foro del aula virtual creado para la docencia online o a través de una videoconferencia por BBC.

EVALUACIÓN

Con el fin de incrementar el peso de la evaluación continua, la calificación final se obtendrá con la ponderación de 70% evaluación continua (parte A) y 30% prueba escrita (Parte B). Se mantiene la restricción de que es imprescindible superar al menos una de las partes y que la calificación final sea de 5 o más, para obtener una evaluación positiva y superar la asignatura.

La evaluación continua tendrá en cuenta las prácticas individuales y grupales realizadas y presentadas online por los/las estudiantes. Durante el periodo de docencia no presencial, se pueden añadir como actividades de evaluación continua pruebas objetivas (tipo test) y pruebas escritas abiertas y de resolución de casos y problemas a través del aula virtual, de ejecución individual o en grupo (según criterio del profesor). Estas pruebas objetivas pueden tener un peso hasta el 60% sobre el 100% de la evaluación continua.

La prueba escrita se realizará por medio del aula virtual en la fecha y hora de la convocatoria oficial. Podrá contener pruebas objetivas (tipo test) y/o preguntas escritas abiertas de carácter teórico-práctico (de ensayo restringido), que podrá incluir ejercicios, casos con preguntas de reflexión, preguntas teóricas para relacionar y describir conceptos.

REFERENCIAS

La bibliografía recomendada se mantiene por ser accesible electrónicamente por los estudiantes, o bien a través de la biblioteca de la UV o bien con códigos personales proporcionados por la Editorial.

El profesorado complementará los materiales necesarios con artículos o documento de acceso público por medio del aula Virtual.