



COURSE DATA

Data Subject

Code	43385
Name	Fundamentals and organisational dimensions of quality management
Cycle	Master's degree
ECTS Credits	3.0
Academic year	2023 - 2024

Study (s)

Degree	Center	Acad. year	Period
2154 - Master's degree in Quality Management	Faculty of Economics	1	First term

Subject-matter

Degree	Subject-matter	Character
2154 - Master's degree in Quality Management	1 - Fundamentals and organisational dimensions of quality management	Obligatory

Coordination

Name	Department
MORENO LUZON, MARIA DOLORES	105 - Business Administration 'Juan José Renau Piqueras'

SUMMARY

In this subject we address the study of a way of directing and managing organizations that has become widely known in recent years: quality management.

The application of quality management in Spain has jumped from small and large companies to activities traditionally not prone to introducing management innovations, such as health services, universities and educational centers, and public administration. This extension in its scope of application shows the power and usefulness of this form of management and, as a consequence, the existence of professional opportunities in this field.

This subject has an introductory character in the Master of Quality Management. It will allow us to establish a general framework that allows the development of the other Master's subjects on firm conceptual bases.

In the development of the subject we will analyze the different perspectives on quality, how they are related to each other and what implications they have for companies; the different approaches to quality management highlighting their main advantages and disadvantages, and the available techniques that can be applied in each of them.



In order for the student to understand the relationship between this area of knowledge and other areas of management, we will analyze how quality management connects with organizational design, human resources management and environmental management.

Finally, this subject will allow us to know the derivations of the implementation of a human, social, strategic, economic and environmental quality management system. These derivations will also be studied more extensively in other subjects of the Master.

PREVIOUS KNOWLEDGE

Relationship to other subjects of the same degree

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

Other requirements

Los conocimientos previos requeridos para cursar esta asignatura son los mismos que con carácter general se exigen para superar la selección previa a la realización de los estudios.

COMPETENCES (RD 1393/2007) // LEARNING OUTCOMES (RD 822/2021)

2154 - Master's degree in Quality Management

- Students should apply acquired knowledge to solve problems in unfamiliar contexts within their field of study, including multidisciplinary scenarios.
- Students should be able to integrate knowledge and address the complexity of making informed judgments based on incomplete or limited information, including reflections on the social and ethical responsibilities associated with the application of their knowledge and judgments.
- Students should communicate conclusions and underlying knowledge clearly and unambiguously to both specialized and non-specialized audiences.
- Students should demonstrate self-directed learning skills for continued academic growth.
- Capacidad para desarrollar una actitud de crítica constructiva y de mejora continua hacia las prácticas y el funcionamiento de la organización.
- Saber cómo adaptar e integrar la política de calidad con la estrategia de negocios de la organización.
- Students should possess and understand foundational knowledge that enables original thinking and research in the field.
- Ser capaces de buscar, ordenar, analizar y sintetizar la información, seleccionando aquella que resulta pertinente para la toma de decisiones.
- Saber trabajar en equipo con eficacia y eficiencia.
- Ser capaces de tomar decisiones tanto individuales como colectivas en su labor profesional y/o investigadora.



- Be able to integrate new technologies in their professional and/or research work.
- Know how to write and prepare presentations to present and defend them later.
- Critically analyze both his/her work and that of the colleagues.
- Construir una actitud proactiva ante los posibles cambios que se produzcan en su labor profesional y/o investigadora.
- Aplicar el trabajo en equipo como mecanismo básico para la mejora continua del sistema de gestión de la calidad.
- Adaptar a las características peculiares de una organización los requisitos y recomendaciones de los modelos de referencia para la implantación de un sistema de gestión de calidad.
- Identificar las políticas de RRHH que apoyen y faciliten el desarrollo de una cultura organizativa basada en la gestión de la calidad.

LEARNING OUTCOMES (RD 1393/2007) // NO CONTENT (RD 822/2021)

The general and basic learning results that the student must obtain at the end of the teaching-learning process of the subject are indicated here. These learning outcomes must be achieved by achieving the objectives defined in the subject that makes up this subject.

At the end of the teaching-learning process, the student will be able to:

- Understand the basic fundamentals of quality, Quality Management and its more advanced approaches: quality management based on ISO 9001 and based on Business Excellence Models
- Begin to become familiar with the fundamentals and elements that make up one of the application models most commonly used by companies in the field of quality, namely the ISO 9001 Standard model.
- Begin to become familiar with the fundamentals and elements that make up the EFQM Model of Excellence in Management
- Know in an introductory way the most common quality techniques and tools that can be applied in each quality management approach
- To be able to glimpse the implications of process management and its role in the implementation of advanced quality management systems
- Analyze the connections and commonalities between the different subjects and subjects of the master's degree
- Identify the organizational and strategic implications of quality management Know the repercussions (human, social, strategic, economic and environmental) of the implementation of a quality management system
- Understand how quality management can help companies meet the competitive challenges posed by today's environments



- Learn from the experience of the most advanced companies in quality management
- Examine the classic business strategy models in the strategic literature and relate them to the design and implementation of a quality management system

WORKLOAD

ACTIVITY	Hours	% To be attended
Theory classes	24,00	100
Tutorials	6,00	100
Development of group work	10,00	0
Development of individual work	5,00	0
Study and independent work	15,00	0
Readings supplementary material	5,00	0
Resolution of case studies	10,00	0
TOTAL	75,00	

TEACHING METHODOLOGY

In relation to the previous knowledge to take the subject, the knowledge corresponding to the degrees necessary to take this Master will be required.

The face-to-face development of the subject is structured in six sessions of five hours each, combining theory with practice.

The theoretical part of each session will be expository, although it will be completed with student participation and discussion of relevant points that facilitate learning. In this sense, group (or group) discussion of the main topics will be encouraged, before the teacher provides the final or most up-to-date solution.

For the practical sessions, the case method will be used and basic texts will be provided, whose previous reading will allow the student to bring application proposals to the practical classes. Students will work, first individually and then as a team. The delivery dates will be determined by the development date of the session corresponding to each case.

The transparencies used in class as well as certain material that is not easily accessible by the students, will be hung in the virtual classroom.

Teaching methodologies

- Theoretical classes. Participatory master lesson
- Discussion of articles (readings)
- Practical cases
- Debate or Guided Discussion
- Workgroup



EVALUATION

A prior knowledge assessment will not be required at the beginning of the course. In any case, at the beginning of the course, there will be a presentation by the students of the previous knowledge they have on the subject and their respective specific interests when taking it. This information will be taken into account by the teachers in the development of the classes.

Regarding the evaluation of the learning of the subject, it will be carried out as follows:

Written exam of a theoretical-practical nature. This exam will evaluate the degree of knowledge of the whole of the subject, that is, the understanding of the concepts studied and the understanding of the subject as a whole. Therefore, the memory retention of definitions or class notes will not be exclusively valued, in coherence with what has been previously defined as the object of student learning. It may also contain a practical case in which the understanding of the usefulness of the concepts studied for the specific reality of companies will be evaluated. If the student has shown a continuous effort in this subject, with his attendance to classes, his active participation in them, the accomplishment of works, and the accomplishment of practices and complementary activities, she will be able to surpass the subject by continuous evaluation. Continuous assessment activities will be non-recoverable in the second call. The grade obtained by these activities will be kept for the evaluation of the second call.

REFERENCES

Basic

- Moreno-Luzón, M., Peris F. y González, T.: *Gestión de la Calidad y Diseño de Organizaciones*. Marco teórico y estudio de casos. Prentice-Hall, 2001.
- - Una perspectiva amplia del concepto de Calidad y sus dimensiones. Universitat de València. 2023. Disponible en el Aula Virtual.
- Los diferentes enfoques de Gestión de la Calidad, su evolución, y la relaciones entre los mismos. Universitat de València. 2023. Disponible en el Aula Virtual
- Casos prácticos recomendados. Curso 2023-24. Disponibles en el Aula Virtual.
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Additional

- Camisón, C., Cruz, S. y Gonzalez, T. *Gestión de la Calidad*. Prentice-Hall 2007
- Claver, E., Molina J.F. y Tarí, J. *Gestión de la calidad y Gestión Medioambiental* Pirámide, Madrid. 2004