

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

<b>Code</b>	43386
<b>Name</b>	Quality management systems
<b>Cycle</b>	Master's degree
<b>ECTS Credits</b>	5.0
<b>Academic year</b>	2023 - 2024

**Study (s)**

<b>Degree</b>	<b>Center</b>	<b>Acad. year</b>	<b>Period</b>
2154 - M.U. en Gestión de la Calidad 12-V.2	Faculty of Economics	1	First term

**Subject-matter**

<b>Degree</b>	<b>Subject-matter</b>	<b>Character</b>
2154 - M.U. en Gestión de la Calidad 12-V.2	2 - Systems and models of quality management	Obligatory

**Coordination**

<b>Name</b>	<b>Department</b>
ESCRIBA MORENO, MARIA ANGELES	105 - Business Administration 'Juan José Renau Piqueras'

**SUMMARY**

The implementation of quality management systems is becoming a widespread practice in the business world. The reasons that can justify this fact are very varied, ranging from the aspects linked to the reduction of costs and increases in productivity, to those related to the need to have a set of standardized processes that allow to regulate and control the activities and functions that are carried out within an organization. The implementation of these systems is done within a framework that can serve as a reference so that it is not carried out in an unstructured, incomplete or arbitrary manner, being the ISO 9000 series standards published by the International Organization for Standardization the most used.

The importance of this phenomenon is increasing, as evidenced by the fact that the number of companies that use the standards of the ISO 9000 series as a guide to implement and obtain quality system certification is increasing year after year .



The emergence of reference standards has facilitated the harmonization of quality systems approaches within the European Community. Its use by companies is oriented in two clearly defined lines: on the one hand, as a guide or guideline for the development, implementation, and internal or external evaluation of the quality system; and on the other, as a reference framework to obtain the certification of said system.

Certification involves the periodic evaluation and auditing of a company's quality system by an independent organization - known as a certifier - in order to verify the adequacy of the system to the requirements established by a reference standard, so that when the system is in accordance with the interpretation of the standard made by the certifier, this extends a certificate of registration in favor of the company submitted to this audit, which guarantees its customers, both current and potential, that the system is complete, that it works, and that it is reviewed periodically. From the above it follows that the implementation of a quality system and its subsequent certification will result in greater confidence of customers towards the operations and products / services of an organization, which is why certification is a must to compete in the international arena

Finally, we must consider that the standards of the ISO 9000 series are generic in their scope of application since their design can be coupled to the needs of any organization, whether it is large or small, industrial or service. This fact facilitates the use of the reference for any type of organization, which constitutes a positive aspect of the rules, although it requires that the organizations that use it carry out an interpretation and an adaptation prior to its use.

In this context, it should be added that in recent years, companies in the management of their resources have pursued, in addition to quality objectives, other environmental, energy, occupational safety and information security objectives, among others, that can be managed, also, through specific systems for each objective. In this framework, quality management is the system that acts as the axis on which new systems are added, giving rise to integrated systems. Considering the above, this subject is aimed at the student acquire the knowledge and skills necessary to implement, certify and continuously improve a quality system based on ISO 9000 standards. Likewise, it is intended with the subject that the student be able to assimilate and assume as basic principles of business management the recommendations and guidelines set by ISO 9001: 2015, namely, customer orientation, process management and continuous improvement and learning from the collection and analysis of information both internally and externally.

## **PREVIOUS KNOWLEDGE**

### **Relationship to other subjects of the same degree**

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

### **Other requirements**

No previous knowledge is necessary to take this sub



## OUTCOMES

### 2154 - M.U. en Gestión de la Calidad 12-V.2

- 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 diseñar, implantar y mejorar continuamente un sistema de gestión de la calidad, ya sea en una empresa de producción como en una organización del sector servicios.
- 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.
- Aplicar la gestión basada en procesos usando el diseño de indicadores, el análisis de la información, y herramientas para la toma de decisiones y mejora continua.
- Comprender el proceso de desarrollo de auditorías de calidad tanto internas como de tercera parte.



- Conocer el Modelo EFQM de Excelencia y utilizar diversas herramientas para aplicar la autoevaluación basada en dicho modelo.

## LEARNING OUTCOMES

- Know how to implement a quality management system based on ISO 9001: 2015
- Know how to adapt a management system implemented according to ISO 9001: 2008 to the requirements of ISO 9001: 2015
- Know how to systematically and proactively manage and control the processes of an organization  
Know how to perform process mapping
- Know how to maintain and improve the quality management system of an organization

## DESCRIPTION OF CONTENTS

1.

2.

3.

4.

### 5. Risks Management

Study of the risk management process. We will study both the operative and its impact on company processes. We will show the different techniques and tools for proper risks management in the scope of ISO 9001:2015

6.

7.



**WORKLOAD**

ACTIVITY	Hours	% To be attended
Computer classroom practice	28,00	100
Tutorials	10,00	100
Theory classes	8,00	100
Seminars	4,00	100
<b>TOTAL</b>	<b>50,00</b>	

**TEACHING METHODOLOGY**

The development of the subject is structured in 6 sessions of 4 hours, combining in each of them the theory with the practice. The theoretical part of the session will be expository, although completed with student participation and discussion of relevant points that facilitate learning. In this last sense the discussion in group (or in groups) of the main subjects will be stimulated, before providing the professor the definitive or more updated solution. The development of the practical sessions will be based on the application of the concepts and tools provided by the teachers in the theoretical sessions. In a concrete way, the student will apply the requirements and recommendations included in ISO 9001: 2015 to the real case of a company. Given the important practical applicability of the contents provided in this subject, the practical part of it will have a greater relative importance both in the time spent and in the evaluation of learning. During the first two sessions, of theoretical content, the teacher will present the content of ISO 9000 standards, as well as the requirements and application process of the standards. The third session will be focused on the study of the standard for the management of cornerstone processes of the ISO standard. As for practical sessions, these will be oriented to perform two works in the theoretical framework presented. Thus, the student must perform an individual practical exercise related to process management, and a teamwork where they must perform the process of a company. Both works must be delivered in writing by the responsible teacher. The necessary material for the follow-up of the theoretical sessions as well as for the realization of the works will be available in the Virtual Classroom. The student can access the classroom through the address [http // aulavirtual.uv.es](http://aulavirtual.uv.es) Through the use of this work tool the teacher will collect the work and communicate both the results of them and the evaluation tests. In the same way, the Virtual Classroom will serve as a complementary means of communication between the teacher and the student, and between the group of students and the teacher. For the correct development of the training action it will not be necessary for the student to possess previous knowledge related to the subject of the module.

**EVALUATION**

With regard to the evaluation of the learning of the subject, it will be carried out through two clearly differentiated parts: continuous evaluation and evaluation of the theoretical knowledge.



Continuous evaluation of the participation and performance of work by the student.

The evaluation will take into account, in an outstanding way, the student's continued effort in this subject, with their attendance to classes, their active participation in them, the realization of the previous work necessary for the practical classes and the development of complementary activities

.Evaluation of theoretical knowledge: evaluation of the contents of the subject included in the syllabus through a written examination.

The weighting of each of the parties in the fine grade will be as follows: continuous evaluation represents 70% and theoretical knowledge evaluation 30%. Given the configuration and nature of the activities that make up the continuous assessment, it will not be recoverable.

## REFERENCES

### Basic

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- Claver, E., Molina, J. F. y Tarí, J. J. (2004): Gestión de la calidad y gestión medioambiental. Fundamentos, herramientas, normas ISO y relaciones, Pirámide, Madrid
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- Gómez Martínez (2016): Guía para la aplicación UNE-EN ISO 2015.Madrid. Ed. AENOR
- AENOR (2016): Normas UNE-EN ISO 9001: Edición comparada: diferencias entre las versiones de 2008 y 2015
- Pardo Álvarez, J.M. (2017): Gestión por procesos y riesgo operativo. Ed. AENOR. Madrid.

### Additional

- Dale,B.G(2003)Managing Quality,Prentice Hall,London
- Galgano, A. (1993): Calidad Total, Díaz de Santos, Madrid
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- Wilkinson, A., Redman, T., Snape, E. y Marchington, M. (1998): Managing with Total Quality Management. Theory and Practice, Macmillan Press, Hong Kong