

**COURSE DATA****DATA SUBJECT**

**Code:** 33588  
**Name:** Quality management and human resources  
**Cycle:** Undergraduate Studies  
**ECTS Credits:** 4.5  
**Academic year:** 2025-26

**STUDY (S)**

Degree	Center	Acad. year	Period
1309 - Degree in Labour Relations and Human Resources	Facultat de Ciències Socials	4	First quarter

**SUBJECT-MATTER**

Degree	Subject-matter	Character
1309 - Degree in Labour Relations and Human Resources		

**COORDINATION**

BALBASTRE BENAVENT FRANCISCO

**SUMMARY****PREVIOUS KNOWLEDGE****RELATIONSHIP TO OTHER SUBJECTS OF THE SAME DEGREE**

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

**OTHER REQUIREMENTS****COMPETENCES / LEARNING OUTCOMES****DESCRIPTION OF CONTENTS**

1.



2.

3.

4.

5.

6.

7.

## WORKLOAD

### PRESENCIAL ACTIVITIES

Activity	Hours
Theoretical and practical classes	45,00
<b>Total hours</b>	<b>45,00</b>

### NON PRESENCIAL ACTIVITIES

Activity	Hours
Attendance at other activities	0,00
Individual or group project	35,00
Independent study and work	27,50
Preparation of lessons	0,00
Preparation for assessment activities	0,00
Resolution of case studies	0,00
<b>Total hours</b>	<b>62,50</b>

## TEACHING METHODOLOGY



## EVALUATION

## REFERENCES

- Camisón, César; Cruz, Sonia y González, Tomás Félix (2007): Gestión de la Calidad: conceptos, enfoques, modelos y sistemas. Prentice Hall, Madrid
- Sangüesa, Marta, Mateo, Ricardo e Ilzarbe, Laura (2006): Teoría y Práctica de la Calidad, Ed. Thomson, Madrid.
- Dale, Barrie G., Bamford, David & Wiele, Ton Van Der (2016). Managing Quality. An Essential guide and resource gateway (6th ed.). Chichester, West Sussex, United Kingdom: TJ International Ltd
- AENOR (2015). UNE-EN ISO 9001:2015 Sistemas de gestión de la calidad. Requisitos. Madrid: AENOR.
- Beltrán, Jaime, Carmona, Miguén Ángel, Carrasco, Remigio, Rivas, Miguel Ángel y Tejedor, Fernando (2009). Guía para una gestión basada en procesos. Andalucía, España: Instituto Andaluz de Tecnología
- EFQM (2020). Modelo EFQM versión 2020, Madrid: Club de Excelencia en Gestión