

**COURSE DATA****DATA SUBJECT****Code:** 43385**Name:** Fundamentals and organisational dimensions of quality management**Cycle:** Master's Degree**ECTS Credits:** 3**Academic year:** 2026-27**STUDY (S)**

Degree	Center	Acad. year	Period
2154 - Master's degree in Quality Management	Facultat d'Economia	1	First quarter

SUBJECT-MATTER

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

COORDINATION

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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

COMPETENCES / LEARNING OUTCOMES

2154 - Master's degree in Quality Management

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 el trabajo en equipo como mecanismo básico para la mejora continua del sistema de gestión de la calidad.

Be able to integrate new technologies in their professional and/or research work.

Capacidad para desarrollar una actitud de crítica constructiva y de mejora continua hacia las prácticas y el funcionamiento de la organización.

Construir una actitud proactiva ante los posibles cambios que se produzcan en su labor profesional y/o investigadora.

Critically analyze both his/her work and that of the colleagues.

Identificar las políticas de RRHH que apoyen y faciliten el desarrollo de una cultura organizativa basada en la gestión de la calidad.

Know how to apply acquired knowledge and problem-solving skills in new or unfamiliar environments within broader (or multidisciplinary) contexts related to their area of study.

Know how to communicate your conclusions (and the underlying knowledge and reasons) to both specialist and non-specialist audiences in a clear and unambiguous way.

Know how to write and prepare presentations to present and defend them later.

Possess the learning skills that will allow them to continue studying in a way that will be largely self-directed or autonomous.

Saber cómo adaptar e integrar la política de calidad con la estrategia de negocios de la organización.

Saber trabajar en equipo con eficacia y eficiencia.

Ser capaces de buscar, ordenar, analizar y sintetizar la información, seleccionando aquella que resulta pertinente para la toma de decisiones.



Ser capaces de tomar decisiones tanto individuales como colectivas en su labor profesional y/o investigadora.

Students should possess and understand foundational knowledge that enables original thinking and research in the field.

To be able to integrate knowledge and face the complexity of formulating judgments from information that, being incomplete or limited, includes reflections on the social and ethical responsibilities linked to the application of their knowledge and judgments.

DESCRIPTION OF CONTENTS

1.

2.

3.

4.

5.

6.

7.

8.

**9.****WORKLOAD****PRESENCIAL ACTIVITIES**

Activity	Hours
Tutorials	6,00
Theory	24,00
Total hours	30,00

NON PRESENCIAL ACTIVITIES

Activity	Hours
Attendance at other activities	0,00
Individual or group project	15,00
Independent study and work	20,00
Preparation of lessons	0,00
Preparation for assessment activities	0,00
Resolution of case studies	10,00
Total hours	45,00

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

- 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 Valencia. 2023. Disponible en el Aula Virtual. - Los diferentes enfoques de Gestión de la Calidad, su evolución, y la relaciones entre los mismos. Universitat de Valencia. 2023. Disponible en el Aula Virtual - Casos prácticos recomendados. Curso 2023-24. Disponibles en el Aula Virtual.
- 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
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Course Guide
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