

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

Code: 43386
Name: Quality management systems
Cycle: Master's Degree
ECTS Credits: 5
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	Systems and models of quality management	COMPULSORY

COORDINATION

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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 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 th

In this context, it should be added that in recent years, companies in the management of their resources have pursued. Considering the above, this subject is aimed at the student acquire the knowledge and skills necessary to implement ally.

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

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.

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.

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.

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.

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.

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.

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. 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

PRESENCIAL ACTIVITIES

Activity	Hours
Tutorials	10,00
Theory	8,00
Seminar	4,00
Computer classroom practice	28,00
Total hours	50,00

NON PRESENCIAL ACTIVITIES

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

TEACHING METHODOLOGY



The development of the subject is structured in 6 sessions of 4 hours, combining in each of them the theory with the

The theoretical part of the session will be expository, although completed with student participation and discussion

The development of the practical sessions will be based on the application of the concepts and tools provided by the

During the first two sessions, of theoretical content, the teacher will present the content of ISO 9000 standards, as well as

The necessary material for the follow-up of the theoretical sessions as well as for the realization of the works will be

For the correct development of the training action it will not be necessary for the student to possess previous knowledge

EVALUATION

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

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

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

REFERENCES

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