COURSE DATA

DATA SUBJECT

Code: 46540
Name: Quality Management Systems
Cycle: Master's Degree
ECTS Credits: 5
Academic year: 2026-27

STUDY (S)

Degree	Center	Acad. year	Period
2260 - Master's degree in Quality Management	Facultat d'Economia	1	Annual

SUBJECT-MATTER

Degree	Subject-matter	Character
2260 - Master's degree in Quality Management	Sistemas de gestión	COMPULSORY

COORDINATION

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SUMMARY

The objective of the subject Quality Management Systems is to transmit and promote the basic skills and abilities necessary for the student to know and understand in detail the content of the ISO 9001 Standard, as well as the aspects related to its implementation and certification. In addition, the student will learn the knowledge necessary to apply process-based management and risk management in an organization.

Considering the above, this subject is oriented towards the student acquiring the necessary knowledge and skills to be able to implement, certify and continuously improve a quality system based on the ISO 9000 standard. Likewise, the course aims for the student to be able to assimilate and assume as basic principles of business management the recommendations and guidelines set by the ISO 9001:2015 standard, namely, customer orientation, process management and continuous improvement and learning based on the collection and analysis of both internal and external information.

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 required to take this subject. It should be noted that the knowledge of this subject is essential to take the rest of the subjects of the Management Systems subject:
Quality Management Systems, Quality Auditing,
Quality management in the supply chain and Integrated management systems

COMPETENCES / LEARNING OUTCOMES

2260 - Master's degree in Quality Management

Be able to communicate effectively both orally and in writing, adapting to the characteristics of the situation and the audience.

Collaborate effectively in work teams, assuming responsibilities and leadership roles and contributing to collective improvement and development.

Demonstrate critical and self-critical reasoning within the field of study, considering aspects such as professional ethics, moral values and the social implications of the different activities carried out.

Demonstrate knowledge and understanding of social inequalities based on sex and gender within this specific field of study; integrate the different needs and preferences based on sex and gender into the design of solutions and problem solving.

Design, implement and manage a quality management system in any type of organisation.

Identify non-conformities in organisational processes and implement a solution.

Lead teams and empower them.

Learn autonomously, making informed decisions in different contexts, making judgements based on experimentation and analysis and transferring knowledge to new situations.

Make strategic, tactical or operational decisions in the field of quality management.

Plan and organise all activities related to quality management.

Promote commitment to quality in all departments and at all hierarchical levels of the organisation.

Propose creative and innovative solutions to complex situations or problems specific to the field of knowledge to respond to different professional and social needs.

Study the main ISO 9001 standards and reference models in quality management.

DESCRIPTION OF CONTENTS

1. Introduction to quality management

The subject is designed to introduce the student to the basic concepts and business tools in the field of quality management.

2. Content and requirements of the ISO 9001:2015 standard

This topic focuses on the knowledge and study of the standard as a basis for the design of a quality management system.

3. Management of processes

In this topic we look at the requirements the standard places on the organisation's processes and the business techniques available to meet them.

4. Tools for Analysing Organisational Context and Stakeholders.

In this topic we study the different business tools to analyse the organisational context, through a strategic analysis of the company. In the same way, the tools for stakeholder analysis will be shown.

5. Risk management

In this topic we look at the risk management process. We will study both operational risk and strategic risk and their impact on the company's operational and strategic processes. We will present the different techniques and tools that the company can use for proper risk management within the scope of ISO 9001: 2015.

6. Measuring processes

In this topic we study the basic concepts and application of process measurement; the application of the calculation of indicators and management systems, the recommendations of the UNE 66175 standard.

7. The process of implementing a quality management system according to the ISO 9001:2015 standard
The process of implementing a quality management system according to the ISO 9001:2015 standard

In this topic we study the steps to follow to design, implement and apply for certification of a quality management system based on ISO 9001:2015.

8. Practical Seminar: Management Keys System economic key performance indicators

Development of the basic concepts and applications of the seminar.

WORKLOAD

PRESENCIAL ACTIVITIES

Activity	Hours
Theory	50,00
Total hours	**50,00**

NON PRESENCIAL ACTIVITIES

Activity	Hours
Attendance at other activities	0,00
Individual or group project	40,00
Independent study and work	20,00
Preparation of lessons	10,00
Preparation for assessment activities	20,00
Resolution of case studies	0,00
Total hours	**90,00**

TEACHING METHODOLOGY

The development of the course is structured in 10 sessions of 5 hours, combining theory and practice in each one of them. The first two sessions will have a strong theoretical character in order to expose and define the main concepts that the student will have to handle.

On the other hand, the following eight sessions will be devoted mainly to the practical application of the concepts and techniques explained in the theoretical sessions and to the realization of a final evaluation test of the course.

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, group discussion (or in groups) of the main topics will be stimulated before providing the professor with the definitive or most updated solution.

In the practical sessions, students will design the quality management system of a company, which they will choose from a list offered by the teacher, applying the ISO 9001: 2015 standard. Given the important practical applicability of the contents provided in this course, the practical part of the course will have a relatively greater importance both in the time dedicated and in the evaluation of learning. The platform to be used for the exchange of information, communication, or delivery of materials, will be the Virtual Classroom (http://aulavirtual.uv.eS).

For the processing of information through the use of Generative Artificial Intelligence (GAI) tools,
the following considerations must be taken into account:
¿ As a general rule, GAI tools may not be used to achieve the main objective
of assessment activities
¿ Teachers will explicitly indicate under what conditions and for what type of activities
the use of GAI is permitted or restricted.
¿ If the student uses any GAI tools, they must indicate this in the work submitted.
They will include a footnote or an appendix containing the prompt used,
its various modifications and a fragment of the most relevant text from the response.

EVALUATION

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

- Continuous assessment of the student's participation and performance of work. The evaluation will take into account, in a prominent way, the student's continuous effort in this subject, with their attendance to classes, their active participation in them, the previous work necessary for the practical classes and the development of complementary activities.
- Assessment of theoretical knowledge: There will be an exam consisting of a written test.
- The weighting of each of the parts in the final mark will be as follows: 70% continuous assessment and 30% written test.

- Given the nature and configuration of the activities that make up the continuous assessment, this will not be recoverable.

REFERENCES

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- Galgano, A. (1993): ¿Calidad Total¿, Díaz de Santos, Madrid
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