

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

Code: 46541
Name: Quality Audits
Cycle: Master's Degree
ECTS Credits: 4
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 gestió	COMPULSORY

COORDINATION

AYUSO MOYA AMPARO

SUMMARY

The content of the subject of quality auditing focuses, first of all, on the study of the different types of audits. In addition, the current ISO standards that are necessary for auditing quality management systems are analysed. Specifically, the ISO standards that set out the requirements on how to audit and the ISO standards that regulate the exercise of the auditor's activity. The study of these standards and their application will be carried out from a theoretical and practical point of view through case studies and various activities.

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 required

COMPETENCES / LEARNING OUTCOMES



2260 - Master's degree in Quality Management

Audit quality management systems including process measurement and monitoring indicators.

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. Quality audits. Types and fundamental principles

2. ISO 9001: Scope and principles of auditing



3. Requirements of ISO 9001 from the auditor's point of view

4. ISO 19011: "Guidelines for the audit of management systems"

WORKLOAD

PRESENCIAL ACTIVITIES

Activity	Hours
Theory	40,00
Total hours	40,00

NON PRESENCIAL ACTIVITIES

Activity	Hours
Attendance at other activities	0,00
Individual or group project	20,00
Independent study and work	20,00
Preparation of lessons	20,00
Preparation for assessment activities	40,00
Resolution of case studies	0,00
Total hours	100,00

TEACHING METHODOLOGY

The didactic method in the teaching of the theoretical credits of this subject will be that of the participative master class, encouraging participation in the classroom through the discussion of real experiences, readings, exercises or cases provided by the lecturers.

The development of the practical credits aims to expand and apply the concepts received in the theoretical classes, as well as to encourage the student's critical, analytical and synthetic skills through practical activities, such as reading and solving practical cases, searching for information, etc.

Students will work individually or in teams on these activities, will carry out the work specified in each of the practical activities, and will hand in a report with the resolution of the activity. Likewise, the resolution of all these activities will be discussed in the practical sessions.

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 as follows:

- It is not necessary to have previous knowledge of the contents, for this reason, no initial assessment will be carried out to evaluate the previous level of training.
- The assessment of the subject will not be based on the performance of any written or oral test (exam).
- This assessment will be based on three different criteria:
- 1.-the completion and presentation of the practical work to be carried out during the classes and in independent work: 85%
- 2.-class attendance: 5%. Given that a high percentage of the practical work will be carried out in the classroom, attendance by the student is compulsory. In this sense, we will consider that the student must attend at least 80% of the sessions. Failure to comply with the above requirement will result in a grade of 0 points for this criterion. On the contrary, its fulfilment will imply obtaining the total points assigned to this criterion (1 point). Notwithstanding the above, if the student's non-attendance is high, teachers may penalise this attitude with the consideration of 'SUSPENDED' in the final grade of the subject.
- 3.- student participation during the course: 10%.
- The evaluation of the subject is individual, not being shared with any other subject.
- The subject will be passed with at least 5 points out of 10.

REFERENCES



- Hoyle, D.; Thompson, J. (2009) ISO 9000. Las preguntas del auditor. AENOR Ediciones. Madrid. ISBN 9788481436433
- ISO 9000 (2015): Sistemas de Gestión de la Calidad. Fundamentos y vocabulario.
- AENOR. Madrid. ISO 9001 (2015): Sistemas de Gestión de la Calidad. Requisitos.
- AENOR. Madrid. ISO 9004 (2018): Gestión para el éxito sostenido de una organización. Enfoque de gestión de la calidad.
- AENOR. Madrid ISO 19011:(2018): Directrices para la auditoria de Sistemas de Gestión de calidad. AENOR. Madrid.
- UNE-EN-ISO/IEC 17021 (2011): Evaluación de la conformidad. Requisitos para los organismos que realizan la auditoría y la certificación de sistemas de gestión. AENOR. Madrid.