

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

**Code:** 46547  
**Name:** Excellence Models and Self-Assessment  
**Cycle:** Master's Degree  
**ECTS Credits:** 4  
**Academic year:** 2025-26

**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	Gestión de la calidad total	COMPULSORY

**COORDINATION**

BALBASTRE BENAVENT FRANCISCO

**SUMMARY**

The objective of the subject Models of excellence and self-evaluation consists in the study of the models of business excellence that are applied by current organizations in the international field.

We will place special emphasis on knowledge of the EFQM Model, a model adapted to the context and characteristics of European organizations. In this sense, we will study both its content (criteria, sub-criteria, punctuation and REDER diagnostic tool) and its form of application in the organizational environment through the self-evaluation technique. In these contents we will incorporate the sectoral perspective.

**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 enrollment restrictions have been specified with other subjects in the curriculum.



## 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.

Contribute to designing, developing and implementing solutions that address social demands, taking the Sustainable Development Goals as a reference.

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.

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.

Understand the human and organisational dimension of quality and its contribution to sustainability.

## DESCRIPTION OF CONTENTS

Business excellence as a business management philosophy: concept and basic principles.

Basic definition of what is meant by business excellence and the principles that characterize it.



2. The process of implementing business excellence.

General description of the implementation process of Business Excellence.

3. The models of the quality awards as a frame of reference to implement it business excellence.

Description of the main models underlying the quality awards, with special emphasis on the EFQM Model of Excellence.

4. Self-evaluation based on models of excellence as a continuous improvement process of the organization's management system.

Description of the main approaches and process to carry out the self-evaluation.

## WORKLOAD

### PRESENCIAL ACTIVITIES

Activity	Hours
Theory	40,00
<b>Total hours</b>	<b>40,00</b>

### NON PRESENCIAL ACTIVITIES

Activity	Hours
Attendance at other activities	5,00
Individual or group project	35,00
Independent study and work	10,00
Preparation of lessons	18,00
Preparation for assessment activities	2,00
Resolution of case studies	30,00
<b>Total hours</b>	<b>100,00</b>

## TEACHING METHODOLOGY

The development of the course is structured in 8 sessions of 5 hours, combining theory and practice in each one of them. Notwithstanding the above, 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 six 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. Likewise, within these six sessions we will dedicate one of them to illustrate the student with a real case of application of the EFQM Excellence Model and the self-assessment technique.

The theoretical part of the session will be expository, but completed with student participation and discussion of relevant points to facilitate learning. In this last sense, group discussion (or in groups) of the main topics will be stimulated before the teacher provides the definitive or most updated solution.

For the practical sessions, the case method will be used, applying the knowledge and skills learned in the development of the theoretical part of the course. Given the important practical applicability of the contents provided in this course, the practical part of the course will have a greater relative 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

Regarding the evaluation of the learning of the course, it will be carried out as follows:

1st call:

a) The evaluation will be based on a written exam that will have 3 different parts and will constitute 40% of the final grade:

Part 1: multiple-choice exam (10% of the final grade), which will evaluate basic contents of the subject. This exam must be passed in order to add the grade of parts 2 and 3 of the exam to the final grade.

Part 2: exam with theoretical and practical questions based on the contents of the course (10% of the final grade).

Part 3: exam with practical questions that will evaluate the practical fundamentals acquired by the students throughout the course (20% of the final grade).



b) Continuous evaluation of each student, based on regular attendance and active participation during the classes (10% of the final grade) as well as on the completion of the proposed face-to-face activities, both individual (30% of the final grade) and in groups (20% of the final grade). This part constitutes 60% of the final grade.

In summary:

Part of the final grade Weighting (out of 100%) Comments

Written exam 40% Must be passed in order to pass the course

Part 1 - Theoretical fundamentals test 10% Must be passed in order to add the grade of parts 2 and 3

Part 2 - Theoretical and practical questions 10%

Part 3 - Practical questions 20%

Continuous evaluation 60%

2nd call:

It is considered that the activities of the continuous evaluation developed during the course have a recoverable nature. For this purpose, at the time of the final written test of the second call or prior to its celebration, the corresponding recovery activities will be proposed to the students.

The corresponding recovery activities will be proposed to the students.

## REFERENCES

- Conti, Tito (1997): Organizational Self-Assessment, Chapman & Hall, London
- Sangüesa, Marta, Mateo, Ricardo y Ilzarbe, Laura (2006): Teoría y Práctica de la Calidad, Thomson, Madrid
- European Foundation for Quality Management (2020). Modelo EFQM versión 2020, Club de Excelencia en Gestión, Madrid
- Dale, Barrie. G., Bamford, David y Van Der Wiele, Ton (2016). Managing quality. John Wiley & Sons
- Camisón, César, Cruz, Sonia y González, Tomás Félix (2006): Gestión de la calidad: Conceptos, enfoques, modelos y sistemas, Prentice-Hall, Madrid
  
- Llorens Montes, Francisco Javier y Fuentes Fuentes, María del Mar (2000). Calidad total. Fundamentos e implantación, Pirámide, Madrid