COURSE DATA

DATA SUBJECT

Code: 46548
Name: Quality and Sustainability Management
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

QUILEZ PARDO MANUEL

SUMMARY

The aim of the Quality Management and Sustainability course is to study how quality management models and business excellence models have incorporated sustainability as a key cross-cutting element, both in their management philosophy and in the requirements and criteria they establish. Sustainability has become a central element in business management. Today, companies seek to integrate and develop, from a strategic and risk and opportunity management perspective, the generation of environmental, social, and economic results that meet the needs and expectations of all stakeholders in the company and society in general.

PREVIOUS KNOWLEDGE

RELATIONSHIP TO OTHER SUBJECTS OF THE SAME DEGREE

There are no specified enrollment restrictions with other subjects of the curriculum.

OTHER REQUIREMENTS

The course ¿Quality Management and Sustainability¿ requires students to have previously taken the course ¿Models of Excellence and Self-Assessment,¿ as the latter part of the former is based on the knowledge

acquired in the latter.

Likewise, the course ¿Quality Management and Sustainability¿ is also based on some of the concepts introduced in the course ¿Integrated Management Systems,¿ so it is essential that students have taken the latter in order to better understand the content of the course ¿Quality Management and Sustainability.¿

COMPETENCES / LEARNING OUTCOMES

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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.

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

1.Corporate Social Responsibility and Sustainability. Background, evolution, basic concepts, and integrative models

1.1.- Background, evolution, and basic concepts

1.2.- The corporate social performance model

2. Integrating sustainability into business strategy

2.1.- Analyzing the sustainability context

2.2.- Stakeholder engagement

2.3.- Identification and assessment of impacts, risks, and opportunities

2.4.- Determination of material aspects

2.5.- Development of the strategic sustainability plan

3. Sustainability management in companies

3.1.- Specific management systems for sustainability (SA 8000, etc.).

3.2.- Sustainability in business excellence models. Special reference to the EFQM Model

4. Sustainability communication: sustainability reports

4.1.- Legislative framework: evolution and current situation. The Corporate Sustainability Reporting Directive (CSRD)

4.2.- Standards for preparing sustainability reports: the cases of the Global Reporting Initiative (GRI) and the European Sustainability Reporting Standards (ESRS)

4.3.- Preparing a sustainability report step by step

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	45,00
Independent study and work	10,00
Preparation of lessons	15,00
Preparation for assessment activities	30,00
Resolution of case studies	0,00
Total hours	**100,00**

TEACHING METHODOLOGY

The course is structured into eight five-hour sessions, each combining theory and practice. However, the first sessions will have more theoretical content in order to present and define the main concepts and fundamentals that students will need to master.
The theoretical part of the session will be expository, but will be supplemented by student participation and discussion/debate of relevant points to facilitate learning.
In this regard, group discussion (or discussions) of the main topics will be encouraged before the teacher provides the definitive or most up-to-date solution.
The case method will be used for the practical sessions, applying the knowledge and skills learned in the theoretical part of the course. Likewise, the practical part will be based on the development of individual and/or group projects that involve the real application of the methodologies learned during the theoretical classes.
The platform that will 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

The assessment of learning in this course will be based on four basic elements: individual assignments, group work, a final exam, and class attendance and participation.

Specifically, assessment will be carried out as follows:

1st exam session:

a) Assessment will be based on a **written exam**, which will account for **30% of the final grade**.

Students **must pass this exam** in order for the second part of the grade (continuous assessment) to be added to the final grade.

b) **Continuous assessment** of each student, based on regular attendance and active participation in class (10% of the final grade), individual assignments (30% of the final grade), and group assignments (30% of the final grade). This part of the assessment constitutes, in its entirety, **70% of the final grade**.

Second attempt:

The **continuous assessment activities** carried out during the course are considered **recoverable**. For this purpose, at the time of the final written exam of the second attempt or prior to its taking place, the corresponding recovery activities will be proposed to the students.

REFERENCES

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