

## Course guide

### 270516 - MEEGQ - Efqm and Quality Management

Last modified: 25/07/2025

**Unit in charge:** Barcelona School of Informatics  
**Teaching unit:** 715 - EIO - Department of Statistics and Operations Research.

**Degree:** MASTER'S DEGREE IN INFORMATICS ENGINEERING (Syllabus 2012). (Optional subject).

**Academic year:** 2025    **ECTS Credits:** 1.5    **Languages:** Catalan, Spanish

#### LECTURER

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**Coordinating lecturer:** PAU FONSECA CASAS

**Others:** Primer quadrimestre:  
FRANCISCO JAVIER PI PALOMES - 10

#### PRIOR SKILLS

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Follow the course requires no prior specific capacities, the course is self contained.

#### DEGREE COMPETENCES TO WHICH THE SUBJECT CONTRIBUTES

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##### Specific:

CDG2. Capacity for strategic planning, development, direction, coordination, and technical and economic management in the areas of Informatics Engineering related to: systems, applications, services, networks, infrastructure or computer facilities and software development centers or factories, respecting the implementation of quality and environmental criteria in multidisciplinary working environments .

CTE3. Capability to secure, manage, audit and certify the quality of developments, processes, systems, services, applications and software products.

CTE4. Capability to design, develop, manage and evaluate mechanisms of certification and safety guarantee in the management and access to information in a local or distributed processing.

##### Generical:

CG5. Capacity for the development, strategic planning, leadership, coordination and technical and financial management of projects in all areas of Informatics Engineering, keeping up with quality and environmental criteria.

CG9. Capacity to understand and apply ethical responsibility, law and professional deontology of the activity of the Informatics Engineering profession.

##### Transversal:

CTR1. ENTREPRENEURSHIP AND INNOVATION: Capacity for knowing and understanding a business organization and the science that rules its activity, capability to understand the labour rules and the relationships between planning, industrial and commercial strategies, quality and profit. Capacity for developing creativity, entrepreneurship and innovation trend.

CTR2. SUSTAINABILITY AND SOCIAL COMMITMENT : Capacity to know and understand the complexity of the typical economic and social phenomena of the welfare society. Capacity for being able to analyze and assess the social and environmental impact.

#### TEACHING METHODOLOGY

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The course is practical and encourage the delivery of coursework by the students during the course.

#### LEARNING OBJECTIVES OF THE SUBJECT

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- 1.Understanding the EFQM model and be able to use it in a specific business environment.
- 2.Understanding the relationship of the EFQM model with the sustainability in a specific business area.



## STUDY LOAD

Type	Hours	Percentage
Self study	24,0	64.00
Hours large group	13,5	36.00

**Total learning time:** 37.5 h

## CONTENTS

### The EFQM model

**Description:**

Introduction of the EFQM model.

### Sustainability

**Description:**

Explanation of the basic concepts of sustainability and its relationship with the EFQM model.

## ACTIVITIES

### Industry 4.0

**Description:**

We will discover how the levers of Industry 4.0 are revolutionizing business models and opening new doors. We will analyze in detail the benefits of implementing these technologies, such as productivity improvement, process optimization, product customization and cost reduction. We will see how these tools allow us to build smarter and more efficient factories

**Full-or-part-time:** 22h

Self study: 12h

Theory classes: 6h

Laboratory classes: 4h

### Explanation of the EFQM model

#### Specific objectives:

1

#### Related competencies :

CTE3. Capability to secure, manage, audit and certify the quality of developments, processes, systems, services, applications and software products.

CDG2. Capacity for strategic planning, development, direction, coordination, and technical and economic management in the areas of Informatics Engineering related to: systems, applications, services, networks, infrastructure or computer facilities and software development centers or factories, respecting the implementation of quality and environmental criteria in multidisciplinary working environments .

CTE4. Capability to design, develop, manage and evaluate mechanisms of certification and safety guarantee in the management and access to information in a local or distributed processing.

CG9. Capacity to understand and apply ethical responsibility, law and professional deontology of the activity of the Informatics Engineering profession.

CG5. Capacity for the development, strategic planning, leadership, coordination and technical and financial management of projects in all areas of Informatics Engineering, keeping up with quality and environmental criteria.

CTR1. ENTREPRENEURSHIP AND INNOVATION: Capacity for knowing and understanding a business organization and the science that rules its activity, capability to understand the labour rules and the relationships between planning, industrial and commercial strategies, quality and profit. Capacity for developing creativity, entrepreneurship and innovation trend.

**Full-or-part-time:** 7h 30m

Self study: 6h

Theory classes: 1h

Laboratory classes: 0h 30m

### Sustainability

#### Specific objectives:

2

#### Related competencies :

CTR2. SUSTAINABILITY AND SOCIAL COMMITMENT : Capability to know and understand the complexity of the typical economic and social phenomena of the welfare society. Capacity for being able to analyze and assess the social and environmental impact.

**Full-or-part-time:** 8h

Self study: 6h

Theory classes: 2h

## GRADING SYSTEM

Delivery of a work after the course.

## BIBLIOGRAPHY

#### Basic:

- Introducción a la excelencia. Bruselas: European Foundation for Quality Management, 1999. ISBN 9052360766.

## RESOURCES

#### Hyperlink:

- <http://www.efqm.org/>