

Course guide

205301 - 205301 - Quality Management: Models and Standards

Last modified: 19/04/2023

Unit in charge: Terrassa School of Industrial, Aerospace and Audiovisual Engineering
Teaching unit: 715 - EIO - Department of Statistics and Operations Research.

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

Academic year: 2023 **ECTS Credits:** 3.0 **Languages:** Catalan, Spanish

LECTURER

Coordinating lecturer: Eulàlia Grifol

Others:

TEACHING METHODOLOGY

The teaching methodology is divided into three parts:

- Face-to-face sessions - Participation of contents and performance of exercises.
- Face-to-face sessions of laboratory work.
- Self study work and exercises and activities.

In the sessions of exhibition -participation of the contents, the teaching staff will introduce the theoretical bases of the subject, concepts, methods and results illustrating them with convenient examples and requesting, in his case, the accomplishment of exercises to facilitate- and their understanding.

In the laboratory work sessions, the teaching staff will guide the students in the application of the theoretical concepts for the resolution of experimental assemblies, based at all times on the critical reasoning.

Activities will be proposed that the student will solve in the classroom and outside the classroom, in order to encourage the contact and use of the basic tools necessary for the realization of an instrumentation system.

The student, independently, must work the material provided by the teaching staff and the result of the work sessions-problems in order to assimilate and set the concepts. The teaching staff will provide a plan for study and follow-up activities (ATENEA).

LEARNING OBJECTIVES OF THE SUBJECT

The main objective of this subject is to provide students with the basic notions of a quality management system by introducing the models of business excellence and the standards of the ISO 9000 family.

STUDY LOAD

Type	Hours	Percentage
Hours large group	8,0	10.67
Self study	48,0	64.00
Guided activities	16,0	21.33
Hours medium group	3,0	4.00

Total learning time: 75 h

CONTENTS

Quality Management: Models and Standards

Description:

Introduction to quality management models
Knowledge of the laws and directives that affect the product and the company
International accreditation, certification and standardization organizations
General and specific regulations for the operation of the quality system
Definition of the quality system, its processes and the product / service,
The ISO 9000 family
Models business excellence
Statistical techniques and ISO standards

Full-or-part-time: 75h

Theory classes: 8h
Practical classes: 3h
Guided activities: 16h
Self study : 48h

GRADING SYSTEM

The final grade of the course depends on the following evaluative acts:

- * Exercises, weight: 50%
- * Exam, weight: 50%

BIBLIOGRAPHY

Basic:

- Gríful, E.; Canela, M. Gestión de la calidad [on line]. Barcelona: Edicions UPC, 2002 [Consultation: 22/06/2020]. Available on: <http://hdl.handle.net/2099.3/36668>. ISBN 8483016184.
- Norma UNE-EN ISO 9001:2015 Sistemas de gestión de la calidad: Requisitos. 2015.
- Norma UNE-EN ISO 9000:2015. Sistemas de gestión de la calidad: Fundamentos y vocabulario. 2015.
- Norma UNE-EN ISO 9004:2009 Sistemas de gestión de la calidad: Gestión para el éxito sostenido de una organización. 2009.
- IATF 16949:2016 Requisitos de sistema de gestión de la calidad para organizaciones productoras de piezas y piezas de recambio en automoción.
- EFQM de Excelencia 2013.