

## Course guide

### 220581 - 220581 - Quality Management

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

#### LECTURER

**Coordinating lecturer:** EULALIA GRIFUL PONSATI

**Others:**

#### TEACHING METHODOLOGY

The teaching methodology is in three parts:

- theory classes
- practical classes
- autonomous work of study and realization of exercises and activities.

In the sessions of exhibition of the contents, the teaching will enter the theoretical bases of the matter, concepts, methods and results explaining them with convenient examples to facilitate the understanding.

In the sessions of practical work at the classroom, the teaching will guide the student in the application of the theoretical concepts for the resolution of several situations, helping for the critical reasoning. They will propose exercises that the student solve at the classroom and out of the classroom, in order to favor the contact and utilization of the necessary basic tools for the resolution of problems.

The student, autonomously, has to work the material provided by the teachings and the result of the sessions of work-problems in order to assimilate and fix the concepts. The teachings will provide a plan of study and a follow-up of activities (\*ATENEA).

#### LEARNING OBJECTIVES OF THE SUBJECT

The main aim of this subject is to provide the students the basic knowledge of the quality management, the present more known models, as well as the statistical methods for the operative management of the companies.

#### 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

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### Introduction to Quality Management

**Description:**

Introduction to the models of quality management  
Knowledge of the laws and managerial that affect to the product and to the company  
International organisms of accreditation, certification and normalization  
General and specific normalizations for the operative of the system of quality  
Definition of the system of quality, its processes and the product/service  
The ISO 9000 family  
Statistical techniques and ISO  
Metrological control and their international standards

**Related activities:**

TeamWork  
Individual practice  
Exam

**Full-or-part-time:** 75h

Theory classes: 24h  
Guided activities: 3h  
Self study : 48h

## GRADING SYSTEM

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The final note of the course has of the following:

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

## EXAMINATION RULES.

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The exam will be individual and the exercises in group

## BIBLIOGRAPHY

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**Basic:**

- Griful, E.; Canela, M. A. Gestión de la calidad [on line]. Barcelona: Edicions UPC, 2002 [Consultation: 13/10/2020]. Available on: <http://hdl.handle.net/2099.3/36668>. ISBN 8483016184.
- Norma UNE-EN ISO 9001:2015. Sistemas de gestión de la calidad. Requisitos.
- Norma UNE-EN ISO 9000:2015. Sistemas de gestión de la calidad. Fundamentos y vocabulario.
- Norma UNE-EN ISO 9004:2010. Sistemas de gestión de la calidad. Directrices para la mejora continua del desempeño.

## RESOURCES

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**Hyperlink:**

- <https://atenea.upc.edu/moodle/login/index.php>