Course guides  
330099 - GQSIQSMA - Quality Management and Integrated Quality, Safety and Environmental Management Systems

Unit in charge: Manresa School of Engineering  
Teaching unit: 732 - OE - Department of Management.

Degree:  
BACHELOR'S DEGREE IN CHEMICAL ENGINEERING (Syllabus 2009). (Optional subject).  
BACHELOR'S DEGREE IN ELECTRICAL ENGINEERING (Syllabus 2009). (Optional subject).  
BACHELOR'S DEGREE IN INDUSTRIAL ELECTRONICS AND AUTOMATIC CONTROL ENGINEERING (Syllabus 2009). (Optional subject).  
BACHELOR'S DEGREE IN MECHANICAL ENGINEERING (Syllabus 2009). (Optional subject).  
BACHELOR'S DEGREE IN ICT SYSTEMS ENGINEERING (Syllabus 2010). (Optional subject).  
BACHELOR'S DEGREE IN MINING ENGINEERING (Syllabus 2016). (Optional subject).  
BACHELOR'S DEGREE IN MINERAL RESOURCE ENGINEERING AND MINERAL RECYCLING (Syllabus 2021). (Optional subject).

Academic year: 2021  
ECTS Credits: 6.0  
Languages: Catalan, English

LECTURER

Coordinating lecturer: Lujan Blanco, Itziar

Others:

DEGREE COMPETENCES TO WHICH THE SUBJECT CONTRIBUTES

Specific:
1. Adequate knowledge of the concept of company, its institutional and legal framework. Organization and management of companies.

Transversal:
2. TEAMWORK - Level 3. Managing and making work groups effective. Resolving possible conflicts, valuing working with others, assessing the effectiveness of a team and presenting the final results.
4. THIRD LANGUAGE. Learning a third language, preferably English, to a degree of oral and written fluency that fits in with the future needs of the graduates of each course.

TEACHING METHODOLOGY

The teaching methodology combines the presentations by the professors and the realization of practices inside and outside the classroom.

English will be partially introduced as a vehicular language in the classroom, integrating it into the specified teaching methodology. Activities will be held in English.
LEARNING OBJECTIVES OF THE SUBJECT

The main objective of this course is for students to know the fundamentals of quality management, environmental management and the prevention of occupational hazards, its main tools and international standards, so that they can participate in the processes of establishing, documenting and implement an integrated management system in the company. At the end of the course, the student must be able to:

- Define the concept of "Management System" and the elements that comprise it.
- List the sections of the main regulations on management systems.
- Correctly apply planning, control and improvement tools.
- Define the fundamental aspects of quality, safety and the environment.
- Describe the fundamental aspects of the main leadership styles.
- Apply teamwork as a factor of competitiveness.
- Know technical-scientific terminology related to the content of the subject in English.
- Use English in classroom communication, in written and / or oral activities.

STUDY LOAD

<table>
<thead>
<tr>
<th>Type</th>
<th>Hours</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hours small group</td>
<td>30,0</td>
<td>20.00</td>
</tr>
<tr>
<td>Self study</td>
<td>90,0</td>
<td>60.00</td>
</tr>
<tr>
<td>Hours large group</td>
<td>30,0</td>
<td>20.00</td>
</tr>
</tbody>
</table>

Total learning time: 150 h
CONTENTS

Content Title 1: Quality Management

Description:
Introduction to quality and presentation of the quality management system as a historical origin and as a practical origin of the rest of the management systems.

TOPIC 1. QUALITY MANAGEMENT

1.1. Quality, quality management and total quality (terms and definitions)
1.2. Quality planning
1.3. Quality control
1.4. Structure of ISO standards

TOPIC 2. LEADERSHIP AND TEAMWORK

2.1. Leadership and teamwork

Specific objectives:
- Explain the concept of "quality".
- Define the concept of "Management System".
- List the sections of the ISO quality standard.
- Correctly apply planning, control and quality improvement tools.
- Define the fundamental aspects on which the agreed quality is based.
- Describe the fundamental aspects of the main leadership styles.
- Apply teamwork.

Related activities:
- Practical application exercises
- Written exam

Full-or-part-time: 50h
- Theory classes: 10h
- Laboratory classes: 10h
- Self study : 30h
Content Title 2: Environmental Management

Description:
Presentation of the environmental management system

TOPIC 3. ENVIRONMENTAL MANAGEMENT SYSTEMS

3.1. Emas and ISO 14001 (terms and definitions)
3.2. Environmental policy
3.3. Environmental impact of products

Specific objectives:
List the requirements of the regulation
Define environmental aspects and environmental impacts

Related activities:
Practical application exercises
Written exam

Full-or-part-time: 50h
Theory classes: 10h
Laboratory classes: 10h
Self study: 30h

Content title 3: Prevention of occupational hazards

Description:
Presentation of the occupational health and safety management system. Implementation of an integrated management system.

TOPIC 4. PREVENTION OF LABOR RISKS

4.1. Regulations on occupational risk prevention
4.2. Industrial Security
4.3. Hygiene and ergonomics

TOPIC 5. ISO 45001

5.1. Requirements of the standard

UNIT 6. SYSTEMS INTEGRATION

6.1. Mechanisms for the integration of management systems

Specific objectives:
List the requirements of the law for the prevention of occupational hazards.
Identify and evaluate risks and propose corrective and preventive measures.
Explain the advantages of system integration and integration strategies.

Related activities:
Practical application exercises
Written exam

Full-or-part-time: 50h
Theory classes: 10h
Laboratory classes: 10h
Self study: 30h
### TITLE OF ACTIVITY 1: INTERNSHIPS

**Description:**
The different practices and works will be carried out in groups. Catalan or Spanish can be used interchangeably. Some activities will be done in English. Activities will be monitored.

**Specific objectives:**
Those corresponding to blocks 1, 2 and 3 of the subject (topics 1 to 6).

**Material:**
Statements delivered by the teaching staff.

**Delivery:**
The overall weight of the practices and works is 60% of the subject. They will be delivered within the dates indicated in the planning document. A part of the deliverable activities will be carried out in English.

**Full-or-part-time:** 67h 30m
Laboratory classes: 22h
Self study: 45h 30m

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### TITLE OF ACTIVITY 2: WRITTEN EXAM

**Description:**
The student must respond in writing to theoretical and practical questions about the contents of the subject.

**Specific objectives:**
Those corresponding to blocks 1, 2 and 3 of the subject (topics 1 to 6).

**Material:**
Bibliography of the subject.

**Delivery:**
There will be two written tests weighing 20% of the subject each.

**Full-or-part-time:** 26h
Theory classes: 4h
Self study: 22h
TITLE OF ACTIVITY 3: COMPREHENSION AND EXPRESSION IN ENGLISH

Description:
Activities will be carried out in English corresponding to the partial teaching of the subject in English, such as:

- Consultation of information resources in English.
- Drafting of deliverables (practice reports, exams) in English.
- Oral presentations in English.

Specific objectives:
Know the terminology related to the subject in English.
Use English in classroom communication, in written and/or oral activities.

Material:
Bibliography of the subject.

Delivery:
It will be evaluated in the practices and written tests.

Full-or-part-time: 37h 30m
- Theory classes: 7h
- Laboratory classes: 8h
- Self study: 22h 30m

GRADING SYSTEM
The evaluation will be carried out by:

- The assessment of the practices and work carried out during the course (60%)
- Two written exams (40%)

There are no minimum qualifications. The part of exams can be recovered with a final exam of the entire subject. The practice part has no recovery. Failure to present implies losing the qualification of that practice.

The assessment of the level achieved in the generic competence in 3rd language will be carried out following the criteria of the three levels indicated by the measurement grids, A (well achieved), B (achieved), C (not achieved), in accordance with the evaluation criteria that are approved in the EPSEM.

The evaluation of the entrepreneurship and innovation competence (level 3) will be carried out taking into account the grids approved in the EPSEM, using as reference material the answers to the course practices and the interaction in the classroom.

The evaluation of the teamwork competence will be carried out taking into account the grids approved in the EPSEM, using as reference material the answers to the practices of the course and the interaction in the classroom.

Re-evaluation:
There will be the possibility of taking a reevaluation exam, according to the calendar set by the EPSEM. This exam will weigh 100%.

EXAMINATION RULES.
Written exams will be done individually and without notes.

The exercises and course work will be done in groups of 2 to 4 people.
BIBLIOGRAPHY

Basic:

Complementary:

RESOURCES

Other resources:
- ISO 14001:2015. Environmental management systems - Requirements with guidance for use
- UNE 66177. Guía para la integración de los sistemas de gestión