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.

Learning objectives of the subject

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Study load

<table>
<thead>
<tr>
<th>Total learning time:</th>
<th>75h</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hours large group:</td>
<td>27h</td>
</tr>
<tr>
<td>Self study:</td>
<td>48h</td>
</tr>
</tbody>
</table>
# 220220 - Quality Management

## Content

<table>
<thead>
<tr>
<th>Introduction to Quality Management</th>
<th>Learning time: 75h</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Theory classes: 27h</td>
</tr>
<tr>
<td></td>
<td>Self study : 48h</td>
</tr>
</tbody>
</table>

**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
- Models of business excellence
- Statistical techniques and ISO
- Metrological control and their international standards

**Related activities:**
- TeamWork
- Individual practice
- Exam

## Qualification system

The exam will be individual and the exercises in group.

## Bibliography

### Basic:

- UNE-EN ISO 9004:2009 Sistemas de gestión de la calidad: gestión para el éxito sostenido de una organización.
- IATF 16949:2016 Requisitos de sistema de gestión de la calidad para organizaciones productoras de piezas y piezas de recambio en automoción.

### Others resources:

- **Audiovisual material**
- **Nom recurs**
- **Resource**