270516 - MEEGQ - Efqm and Quality Management

Coordinating unit: 270 - FIB - Barcelona School of Informatics
Teaching unit: 715 - EIO - Department of Statistics and Operations Research
Academic year: 2018
Degree: MASTER'S DEGREE IN INFORMATICS ENGINEERING (Syllabus 2012). (Teaching unit Optional)
ECTS credits: 1,5
Teaching languages: Catalan, Spanish

Prior skills

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

Degree competences to which the subject contributes

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: 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.

Teaching methodology

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

Learning objectives of the subject

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

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<tr>
<th></th>
<th>Total learning time: 37h 30m</th>
<th>Theory classes: 12h</th>
<th>Practical classes: 0h</th>
<th>Laboratory classes: 0h</th>
<th>Guided activities: 1h 30m</th>
<th>Self study: 24h</th>
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<tbody>
<tr>
<td><strong>Degree competences to which the content contributes:</strong></td>
<td></td>
<td>32.00%</td>
<td>0.00%</td>
<td>0.00%</td>
<td>4.00%</td>
<td>64.00%</td>
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### Content

#### The EFQM model

**Degree competences to which the content contributes:**

**Description:**
Introduction of the EFQM model.

#### Sustainability

**Degree competences to which the content contributes:**

**Description:**
Explanation of the basic concepts of sustainability and its relationship with the EFQM model.
Planning of activities

| Explanation of the EFQM model | Hours: 12h 18m  
Theory classes: 6h  
Practical classes: 0h  
Laboratory classes: 6h 18m  
Guided activities: 0h  
Self study: 0h |
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<td>Specific objectives: 1</td>
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| Sustainability             | Hours: 1h  
Theory classes: 1h  
Practical classes: 0h  
Laboratory classes: 0h  
Guided activities: 0h  
Self study: 0h |
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<td>Specific objectives: 2</td>
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| Coursework                 | Hours: 21h  
Theory classes: 0h  
Practical classes: 0h  
Laboratory classes: 0h  
Guided activities: 0h  
Self study: 21h |
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<td>Specific objectives: 1, 2</td>
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Qualification system

Delivery of a work after the course.

Bibliography

Basic:


Others resources:

Hyperlink

http://www.efqm.org/