

SUBJECT TEACHING GUIDE

M250 - Quality Management in ICT Companies

Master's Degree in Business and Information Technologies

Academic year 2021-2022

1. IDENTIFYING DATA					
Degree	Master's Degree in Business and Information Technologies			Type and Year	Compulsory. Year 1
Faculty	Faculty of Economics and Business Studies				
Discipline	Obligatory Subjects				
Course unit title and code	M250 - Quality Management in ICT Companies				
Number of ECTS credits allocated	2,5	Term	Semester based (2)		
Web	https://aulavirtual.unican.es/				
Language of instruction	Spanish	English Friendly	No	Mode of delivery	Face-to-face

Department	DPTO. ADMINISTRACION DE EMPRESAS				
Name of lecturer	EMILIO PLACER MARURI				
E-mail	emilio.placer@unican.es				
Office	Edificio de las Facultades de Derecho y Ciencias Económicas y Empresariales. Planta: + 2. DESPACHO (E208)				
Other lecturers	MONICA CASTRO FUENTES				

3.1 LEARNING OUTCOMES
- Knowledge of general practices and quality management models: ISO 9001 and EFQM.
- Knowledge of the practices in quality management in IT companies and their contribution to the business goals and competitiveness.
- Knowledge of the key factors of quality in ICT projects.
- Knowledge of specific quality standards in the different fields related to the IT companies.
- Knowledge of the main initiatives and experiences related to the quality in the IT sector.

4. OBJECTIVES

Learning the general existing quality practices and models: ISO 9001 and EFQM and others

Learning the relation between the quality relationship and the IT companies , as long as its contribution to the business objectives / competitiveness and the key elements of quality in IT projects .

Learning the standards for IT government and its application: COBIT.

6. COURSE ORGANIZATION

CONTENTS

1	Lesson 1. Quality and competitiveness. Standards and general models of quality management: ISO 9001 and EFQM.
2	Specific standards applied to quality management in IT environments . Experiences of the implementation of standards for quality management in the IT sector .
3	Teamwork: IT standards.
4	Tutoring
5	Exam

7. ASSESSMENT METHODS AND CRITERIA

Description	Type	Final Eval.	Reassessn	%
Teamwork 40%	Work	Yes	Yes	40,00
Exam 60%	Written exam	Yes	Yes	60,00
TOTAL				100,00
Observations				
Participatory attitudes and activities in class will be valued positively.				
Observations for part-time students				
Part-time students will make an exam and a work that may be individual under the circumstances.				

8. BIBLIOGRAPHY AND TEACHING MATERIALS

BASIC

MATERIALES DOCENTES A DISPOSICIÓN DE LOS ESTUDIANTES EN EL AULA VIRTUAL DE LA ASIGNATURA.

International Organization for standardization (ISO). www.iso.org

Asociación Española de Normalización y Certificación (AENOR). www.aenor.es

EFQM Network. www.efqm.org

TL 9000 Telecom Quality Management System. www.tl9000.org