SUBJECT TEACHING GUIDE

M250 - Quality Management in ICT Companies

Master's Degree in Business and Information Technologies

Academic year 2022-2023

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	JAVIER GUNDELFINGER CASAR
E-mail	javier.gundelfinger@unican.es
Office	Edificio de las Facultades de Derecho y Ciencias Económicas y Empresariales. Planta: + 2. DESPACHO (E207)
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
Exam and individual and group task can be done in presential or virtual mode. Retake of the subject will be done by individual task and/or exam. Group task can not be retake, because interaction with other students is not possible

Observations for part-time students
Part-time students can overcome the subject by conducting a written exam (60% of the overall qualification) and the completion and submission of an individual work about any of the topics covered in the subject (40% of the overall qualification). To overcome the subject it is necessary an overall rating of 5 or more points in the set of the assessment methods.

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