

SUBJECT TEACHING GUIDE

G717 - Quality Management

Degree in Industrial Technologies Engineering First Degree in Industrial Technologies Engineering

Academic year 2024-2025

1. IDENTIFYING DATA					
Degree	Degree in Industrial Technologies Engineering First Degree in Industrial Technologies Engineering			Type and Year	Optional. Year 4 Optional. Year 4
Faculty	School of Industrial Engineering and Telecommunications				
Discipline	Subject Area: Management and Industrial Organisation Optional Module				
Course unit title and code	G717 - Quality Management				
Number of ECTS credits allocated	6	Term	Semester based (1)		
Web					
Language of instruction	Spanish	English Friendly	No	Mode of delivery	Face-to-face

Department	DPTO. ADMINISTRACION DE EMPRESAS				
Name of lecturer	RAFAEL RODRIGUEZ FERNANDEZ				
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Other lecturers					

3.1 LEARNING OUTCOMES

- Understand and use the main tools used in quality systems.
- Know and develop the main standards that regulate the implementation of quality systems

4. OBJECTIVES

- Train the student in the use of the main tools that operate in quality systems.
- Make known the regulations and procedures that are necessary for the implementation of quality systems.

6. SUBJECT PROGRAM	
CONTENTS	
1	Block 1 CHAPTER I.- QUALITY CHAPTER II.- EVOLUTION OF QUALITY CHAPTER III.- QUALITY MANAGEMENT CHAPTER IV.- ECONOMY OF QUALITY CHAPTER V.- STANDARDIZATION AND CERTIFICATION CHAPTER VI.- THE QUALITY MANUAL
2	Block 2 CHAPTER VII.- CONTINUOUS QUALITY IMPROVEMENT CHAPTER VIII.- TECHNIQUES FOR IDENTIFICATION, ANALYSIS AND RESOLUTION OF ISSUES CHAPTER IX.- THE FMEA CHAPTER X.- THE DEPLOYMENT OF THE QUALITY FUNCTION.
3	Block 3 CHAPTER XI.- STATISTICS ON QUALITY CHAPTER XII.- STATISTICAL QUALITY CONTROL CHAPTER XIII.- SAMPLING PLANS CHAPTER XIV.- STATISTICAL DESIGN OF EXPERIMENTS

7. ASSESSMENT METHODS AND CRITERIA				
Description	Type	Final Eval.	Reassessn	%
Test block 1	Written exam	No	Yes	33,00
Test block 2	Written exam	No	Yes	33,00
Test block 3	Written exam	No	Yes	34,00
TOTAL				100,00
Observations				
To pass each partial objective test it is necessary to obtain a grade equal to or greater than 4.00. It will be approved per course when the partial tests have been passed and the weighted average is equal to or greater than 5. The recovery of the failed partial tests will be carried out on the dates indicated by the center management. Notes of partial tests from the ordinary call are not saved for the extraordinary one. "Only for duly justified reasons (e.g. health restrictions) can evaluation tests be organized remotely, with prior authorization from the Center Management."				
Observations for part-time students				
As a general criterion, the same evaluation criteria will be applied to part-time students as to full-time students, although the temporal distribution of activities will be adapted to temporary conditions when deemed necessary.				

8. BIBLIOGRAPHY AND TEACHING MATERIALS

BASIC

Gestión Integral de la calidad. Luis Cuatrecasas. Gestión 2000.
Teoría y práctica de la calidad. Margarita Sangüesa y otros. Thomson.
Calidad Personal. Claus Möller. Gestión 2000.
Manual de Gestión e Ingeniería de la Calidad. Tilo Pfeifer. Mira Editores.
Prontuario. Gestión de la Calidad. Grupo INI