

## QUALITY AND ENVIRONMENTAL MANAGEMENT

### 22041 - QUALITY AND ENVIRONMENTAL MANAGEMENT (2024-25)

#### General

**Code:** 22041

**Lecturer responsible:**

TARI GUILLO, JUAN JOSE

**Credits ECTS:**

**6,00**

Theoretical credits:

1,20

Practical credits:

1,20

Distance-base hours:

3,60

#### Departments involved

- **Dept:** COMPANY ORGANISATION

**Area:** COMPANY ORGANISATION

**Theoretical credits:** 1,2

**Practical credits:** 1,2

This Dept. is responsible for the course.

This Dept. is responsible for the final mark record.

#### Study programmes where this course is taught

- [DEGREE IN BUSINESS ADMINISTRATION AND MANAGEMENT](#)

Course type: OPTIONAL (Year: 4)

#### Competencies and objectives

##### Course context for academic year 2024-25

Degree in management and business administration aims to train professionals capable of developing work in management in business organizations, from a general point of view (DG) or from different departmental areas.

This subject belongs to the route of strategic management. The subject offers a vision of two management systems, quality management and environmental management. Both management systems are acquiring a high relevance in business in order to improve performance and competitive. In particular, we study the fundamentals of both systems, the main tools of quality management and environmental and standardized systems.

With regard to the coordination of this subject with the rest of the subjects, this subject complements others about business address given in previous courses such as fundamentals of business economics, operations management, organization design and strategic management I and II, also complementing other subjects also taught in fourth grade as entrepreneurship, human resources, and international business.

## Course content (verified by ANECA in official undergraduate and Master's degrees) for academic year {0}

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### General Competences (CG)

- **CG2** : Capacitat de treballar en equip.
- **CG3** : Capacitat d'aprenentatge autònom.
- **CG4** : Aplicar a l'anàlisi dels problemes criteris professionals basats en la utilització d'instruments tècnics.
- **CG5** : Capacitat per a la presa de decisions aplicant els coneixements a la pràctica.
- **CG6** : Derivar de les dades informació rellevant impossible de reconèixer per no professionals.
- **CG7** : Compromís ètic i responsabilitat social en el treball, respectant el medi ambient, coneixent i comprenent la importància del respecte als drets fonamentals, a la igualtat d'oportunitats entre homes i dones, a l'accessibilitat universal per a les persones amb discapacitat i al respecte als valors propis d'una cultura de pau i valors democràtics.
- **CG8** : Analitzar els problemes amb raonament crític, sense prejudicis, amb precisió i rigor.
- **CG9** : Capacitat de síntesi.

### General Competences acquired at University of Alicante (CGUA)

- **CGUA3** : Capacitat de comunicació oral i escrita.

### Specific Competences (CE)

- **CE1** : Gestionar i administrar una empresa o organització petita, mitjana o gran, entenent la seua localització competitiva i institucional i identificant les seues fortaleeses i debilitats.
- **CE15** : Preparar la presa de decisions en empreses i organitzacions, especialment en els nivells operatiu i tàctic.

## Exclusive skill taught in this course

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No data

## Learning outcomes (Training objectives)

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No data

## Specific objectives stated by the academic staff for academic year 2024-25

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Training objectives:

Know the meaning of quality, quality management and environmental management.

Learn about quality and environmental models that companies can apply (EFQM model, ISO 9001 standard, ISO 14001 standard, EMAS regulation).

Learn to apply the models and standards of quality management and environmental management.

Know how to write documents that require these standards.

Know how to use the tools of quality management (pareto diagram, cause and effect diagram, data sheet) and environmental management (good practices, eco-design, eco-label, life cycle analysis).

### Content for academic year 2024-25

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#### PART I. QUALITY MANAGEMENT

##### UNIT 1. CONCEPTS OF QUALITY

- 1.1 Definition of quality and quality management
- 1.2 Principles of quality management
- 1.3 Quality strategies
- 1.4. The EFQM model
- 1.5. Case studies

##### UNIT 2. ISO 9001 STANDARDS

- 2.1 previous concepts
- 2.2 ISO 9001 international standard
  - 2.2.1. Historical review
  - 2.2.2 Documentation standard
- 2.3 Requirements of the ISO 9001 standard
- 2.4 Case studies

##### UNIT 3. MANAGEMENT AND QUALITY TOOLS

- 3.1. Continuous improvement cycle
- 3.2. Continuous improvement
  - 3.2.1 Participation systems
  - 3.2.2 Process troubleshooting
- 3.3. Basic quality tools
  - 3.3.1 Brainstorming
  - 3.3.2 Data sheet, diagram cause and effect and Pareto diagram
  - 3.3.3. Other tools
- 3.4 Case studies

#### PART II. ENVIRONMENTAL MANAGEMENT

##### UNIT 4. BASIC CONCEPTS OF ENVIRONMENT

- 4.1 Economy and environment
- 4.2 Company and environment
- 4.3. Business strategy and the environment
- 4.4 Case studies

##### UNIT 5. ENVIRONMENTAL MANAGEMENT TOOLS

- 5.1 Analysis of life cycle
- 5.2 Ecodesign
- 5.3. Other tools
- 5.4 Case studies

##### UNIT 6. ENVIRONMENTAL MANAGEMENT AND SYSTEMS INTEGRATION SYSTEMS

- 6.1 Historical review
- 6.2. The ISO 14001 standard
- 6.3. The EMAS regulation
- 6.4 System integration and implementation and certification process
- 6.5. Case studies

### Related links

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No data

## Bibliography

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### **Gestión de la calidad y gestión medioambiental : [fundamentos, herramientas, normas ISO y relaciones]**

**Author(s):** Claver Cortés, Enrique

**Issue:** Madrid : Pirámide, 2011;

**ISBN:** 978-84-368-2458-2

**Category:** Básico

### **Medio ambiente y empresa : de la confrontación a la oportunidad**

**Author(s):** Brío González, Jesús Ángel del

**Issue:** Madrid : Civitas, 2001;

**ISBN:** 978-84-470-1662-4

**Category:** Complementario

## Assessment

### Assessment procedures and criteria 2024-25

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Continuous assessment. It is based on:

- Case studies (individual and/or teams) presented in written or oral form (criteria: practical activities and works, weighting: 50%, 25% for part I and 25% for part II)
- Written exam during the semester examination (multiple choice test and an exercise) regarding part I of the subject (criteria: theoretical and practical knowledge, weighting: 25%). Students that get a minimum score of 4 out of 10 in this exam and get at least 2.5 points (2.5 out of 5 of this part I, they will have not to do this exam in the official date).

Final exam - May/June call-. The students that in the written exam of the part I have exceeded the minimum score above and that in all the activities of this part I have obtained at least 2.5 points, in May/June will do a final exam (multiple choice test and an exercise) only regarding part II of the subject. To overcome this part II of the subject, the student must also obtain a minimum score of 4 out of 10 in this final exam and in all the activities of this part II get at least 2.5 points.

Students who do not reach the minimum established in the exam of the part I of the continuous assessment or that does not get in total at least 2.5 points in this part I, will do the final written exam in May/June about the two parts.

Extraordinary call (July). Written test of part I and II of the subject (with a weighting of 50% of the final mark), or part I or II (with a weighting of 25% of the final mark) with the same conditions previously suggested. The work of the continuous evaluation will be recoverable in this second evaluation period (July).

Description	Criteria	Type	Weighting system
Written exam	Written exam during the term regarding the first part of the subject.	ACTIVITIES OF EVALUATION DURING THE SEMESTER	25
Case studies/projects	Development of case studies and other projects (individual and/or teams) presented in written or oral form.	ACTIVITIES OF EVALUATION DURING THE SEMESTER	50
Final exam	Written exam of part II of the subject for students that pass the first part exam of the subject.	FINAL TEST	25

## Official exam dates for academic year 2024-25

Exam session	Date	Time	Group - Classroom(s) allocated	Comments
(C1) Pruebas extraordinarias de finalización de estudios	30/09/2024			
(C3) Periodo ordinario para asignaturas de segundo semestre y anuales	09/06/2025			
(C4) Pruebas extraordinarias para asignaturas de grado y máster	07/07/2025			

## Academic staff



### TARI GUILLO, JUAN JOSE

Lecturer responsible

THEORY CLASS: Groups: 77 , 91

PROBLEM PRACTICALS / WORKSHOP: Groups: 77 , 91



### CREMADES CORTES, ROSA ANA

THEORY CLASS: Groups: 77 , 91

PROBLEM PRACTICALS / WORKSHOP: Groups: 77 , 91



**MOLINA AZORIN, JOSE FRANCISCO**

THEORY CLASS: Groups: 77 , 91

PROBLEM PRACTICALS / WORKSHOP: Groups: 77 , 91

## Groups

### THEORY CLASS



Group	Semester	Morning or afternoon session	Language	No. of enrolled students	
Gr. 77 (THEORY CLASS) : 77 ENGLISH	2S	Morning	English	4	<ul style="list-style-type: none"><li>▪ Allowed DEGREE IN BUSINESS ADMINISTRATION AND MANAGEMENT</li><li>▪ Allowed VISITING STUDENT NO EEES</li><li>▪ Allowed INTERNATIONAL MOBILITY PROGRAMME</li><li>▪ Allowed VISITING STUDENT EEES</li></ul>
Gr. 91 (THEORY CLASS) : 91	2S	Morning	Spanish	19	<ul style="list-style-type: none"><li>▪ Allowed INTERNATIONAL MOBILITY PROGRAMME</li><li>▪ Allowed VISITING STUDENT NO EEES</li><li>▪ Allowed VISITING STUDENT EEES</li><li>▪ Allowed DEGREE IN BUSINESS ADMINISTRATION AND MANAGEMENT</li></ul>

### PROBLEM PRACTICALS / WORKSHOP


Group	Semester	Morning or afternoon session	Language	No. of enrolled students	
Gr. 77 (PROBLEM PRACTICALS / WORKSHOP) : 77 ENGLISH	2S	Morning	English	4	<ul style="list-style-type: none"><li>▪ Allowed INTERNATIONAL MOBILITY PROGRAMME</li><li>▪ Allowed VISITING STUDENT NO EEES</li><li>▪ Allowed DEGREE IN BUSINESS ADMINISTRATION AND MANAGEMENT</li><li>▪ Allowed VISITING STUDENT EEES</li></ul>
Gr. 91 (PROBLEM PRACTICALS / WORKSHOP) : 91	2S	Morning	Spanish	19	<ul style="list-style-type: none"><li>▪ Allowed INTERNATIONAL MOBILITY PROGRAMME</li><li>▪ Allowed DEGREE IN BUSINESS ADMINISTRATION AND MANAGEMENT</li><li>▪ Allowed VISITING STUDENT NO EEES</li><li>▪ Allowed VISITING STUDENT EEES</li></ul>

## Timetables

### THEORY CLASS

Group	Start date	End date	Day	Start time	End time	Lecture room
77	27/01/2025	23/05/2025	LUN	09:00	11:00	<a href="#">A1/1-39P</a> 
91	27/01/2025	23/05/2025	MIE	09:00	11:00	<a href="#">A1/1-60P</a> 

### PROBLEM PRACTICALS / WORKSHOP

Group	Start date	End date	Day	Start time	End time	Lecture room
77	27/01/2025	23/05/2025	MAR	09:00	11:00	<a href="#">A1/1-39P</a> 
91	27/01/2025	23/05/2025	JUE	11:00	13:00	<a href="#">A1/1-38P</a> 