Quality Management Systems

Academic Year: (2020 / 2021)   **Review date: 11-07-2020**

Department assigned to the subject: Library and Information Sciences Department

Coordinating teacher: JORGE GARCIA-REYES, MARIA CARMEN

Type: Electives ECTS Credits : 3.0

Year : 1 Semester : 0

OBJECTIVES

The subject QUALITY MANAGEMENT SYSTEMS is part of the set of subjects necessary for the learning of the general subject-matter DIRECTION AND MANAGEMENT OF ARCHIVES AND LIBRARIES within of the Master.

BASIC SKILLS OF THE GENERAL SUBJECT-MATTER
BS7. To know how to apply the acquired knowledge and the ability to solve problems in new or little known environments within broader (or multidisciplinary) contexts related to their area of study.
BSB9. To know how to communicate conclusions and the acquired knowledge and reasons that support them to specialized and non-specialized audiences in a clear and unambiguous way.

GENERAL SKILLS OF THE GENERAL SUBJECT-MATTER
GS2. To identify lines of technological innovation in libraries and archives and documentation centers, and undertake possible projects for their development.
GS3. To lead and to manage archives, libraries and digital information services in various fields of application, both public bodies and private companies.
GS5. To recognize the growing importance of teamwork in the workplace and to prove adaptability and integration in different work environments, maintaining relationships and communication flows.
GS6. To accept the need for constant self-learning and continuous training as tools that facilitate adaptation to technological and organizational innovations.
GS7. To acquire a global and coordinated vision of the processes and services that are given in the libraries and the archives and the incidence that the control of the quality of the same has in the satisfaction of the users.
GS8. To value the rigorous and well-done work, when planning, organizing and developing the own activities, demonstrating initiative, creativity and sense of responsibility, maintaining the interest throughout the process, and feeling personal satisfaction for the results achieved.
GS9. To integrate knowledge, to make judgments and to communicate conclusions, as well as the ultimate knowledge and reasons that support them to specialized and non-specialized audiences in a clear and unambiguous way.
GS10. To recognize the need for continuous adaptation to different jobs in different productive sectors, and technological and organizational innovations related to the profession, showing interest in incorporating new techniques, processes, tools and technologies into the profession's own activities .

SPECIFIC SKILLS OF THE GENERAL SUBJECT-MATTER
SS2. To know and to apply the principles and techniques of management to achieve the efficiency of the human team in the provision of services.
SS8. To apply methodologies and tools that allow an agile, effective, adapted and evaluable response to risks or alterations that endanger the digital continuity of the organization.

LEARNING RESULTS OF THE GENERAL SUBJECT-MATTER
The essential value of the training received in the subjects of this general subject-matter is directed towards an aspect that transcends clearly the mere technical or instrumental capacity. In fact, the student must understand that its correct management of documents impacts on the digital continuity and above all in the business strategy of the organization. This general subject-matter focuses on training students not only in information but also in knowledge for decision-making in a highly competitive environment.

After passing the general subject-matter, the students will be able to:
- Apply the basic skills and competencies that a manager must have to manage and get things done through others, getting the most out of available resources, as well as designing and adapting tools that

allow optimal performance of the service.
- Know the principles and theoretical foundations of Quality as a Management Philosophy and the characteristics it presents in the units / information services.
- Learn from the experiences and practices carried out in libraries and other information centers related to the application of Quality Management Systems.
- Define the infrastructure of effective knowledge management in document centers.
- Know the different ways of approaching the technological leap in the management of documentary centers.
- Understand the value of competitive intelligence.
- Know the models of application of competitive intelligence to organizations.
- Apply strategies and prospective techniques for studying the future as an opportunity for change.

LEARNING RESULTS OF THE ELECTIVE SUBJECT

After passing the subject QUALITY MANAGEMENT SYSTEMS, the student should be able to:

- Know in the units / services of information, as organizations of services and systems open to the environment, the different perspectives from which to be able to consider Quality and the principles and theoretical foundations that support it as a Management Philosophy and necessary response to the challenges of the digital world.
- Know, from a holistic and dynamic approach to organizational functioning, the evaluation process as a necessary requirement to achieve value results, and to understand the importance of incorporating a culture of evaluation in accordance with the search for continuous improvement posited by the Philosophy of Quality management.
- Know the theoretical and practical foundations underlying a Quality Management System and the quality models that can be applied to information services, their advantages and disadvantages.
- Design and implement a quality system with all its components, using the methodology and the most appropriate tools to implement it.
- Know the main tools by which to analyze the needs and quality expectations of users in the digital environment, and the processes of accreditation and certification of a Quality Management System.
- Learn from the experiences and practices conducted in libraries and other information services related to the application of Quality Management Systems, understanding the Philosophy of Quality and what it means to work with it..

DESCRIPTION OF CONTENTS: PROGRAMME

Common topics to subjects related to the general subject-matter DIRECTION AND MANAGEMENT OF ARCHIVES AND LIBRARIES:

- Analysis and exploitation of information / transformation in operational knowledge.
- Management and planning services.

Specific topics of the elective subject QUALITY MANAGEMENT SYSTEMS:

Theory

1. EVALUATION AND QUALITY
1.1. The Quality as a management philosophy in the hybrid environment of action of the Information Services / Units: a necessary response to the challenges of the digital world.
1.2. The holistic approach of the Evaluation and its role in the framework of quality-oriented organizational functioning.

2. QUALITY MANAGEMENT SYSTEMS
2.1. The Quality Management System: principles and characteristics.
2.2. Approaches and Models-Methodology and Tools.

33. PROCESS OF IMPLEMENTATION OF A QUALITY MANAGEMENT SYSTEM
3.1. From the initial diagnosis and knowledge of the user's needs / expectations, to the evaluation and application of the continuous improvement cycle for the achievement and maintenance of a competitive and sustainable brand image in time and in the digital environment.

4. THE QUALITY FROM THE USER'S PERSPECTIVE
4.1. Attributes of quality from the point of view of the recipient of information services.
4.2. Perceived quality: characteristics, implications and measurement models. Challenges to the digital environment.

5. THE CERTIFICATION

5.1. Standards and reference models by which to demonstrate the conformity of the Quality Management System.
5.2. Agencies and certification bodies.
5.3. Certification as process.

Practice

Resolution of case studies related to the content of the subject.

LEARNING ACTIVITIES OF THE STUDY PLAN RELATED TO GENERAL SUBJECT-MATTERS

AF1 Individual work for the study of theoretical and practical materials developed and contributed by the
teacher
AF2 Individual work for problem solving and case studies
AF3 Theoretical-practical classes (online)
AF4 Tutorials (online)
AF5 Group work
AF6 Active participation in forums enabled by the teacher in the virtual educational platform
AF7 Perform self-assessment test for content review

LEARNING ACTIVITIES

Activity Code student	Nº Total hours Subject-matter (elective subject)		Nº Total hours Classroom session Subject-matter (elective subject)		% presence Subject-matter (elective subject)	
AF1	210	(30)	0		0	
AF2	158	(23)	0		0	
AF3	21	(3)	21	(3)	100	(100)
AF4	18	(2)	0		0	
AF5	210	(30)	0		0	
AF6	7	(1)	0		0	
AF7	6	(1)	0		0	
Total Materia	630		21		3,3	
Total asignatura	(90)		(3)		(3,3)	

TEACHING METHODS

TM1. Teacher expositions in class, with support of computer and audiovisual media, in which the main concepts of the subject are developed and the bibliography is provided to complement the students' learning.
TM2. Critical reading recommended by the teacher of the subject texts (newspaper articles, reports, manuals and / or academic papers, either for later discussion in class, either to expand and consolidate the knowledge of the subject).
TM3. Solving practical cases, problems, etc., posed by the teacher individually or in groups.
TM4. Exposition and discussion in class, under teacher moderation, of issues related to the content of the subject, as well as of practical cases.
TM5. Elaboration of work and reports individually or in groups
TM6. Reading of theoretical and practical teaching materials

TUTORIALS

The tutoring schedules, adjusted to what is planned by the University, can be consulted in the space of the subject, in the teaching and learning platform (Aula Global). They will include at least two modalities, one for face-to-face care and the other for online care. In addition to these officially fixed

tutorials for the subject, students can request and arrange with the teacher, tutorials online or offline outside of those schedules.

ASSESSMENT SYSTEMS OF THE STUDY PLAN REFERRED TO GENERAL SUBJECT-MATTERS

AS1. Participation in class and forums in the virtual educational platform.
AS2. Individual or group work done during the course.
AS3. Carrying out evaluable and scoring questionnaires.
AS4. Exam or Final work *.
AS5. Presentation, content and public defense of TFM.

*The exam will be part of a Final Test together with a practical training activity carried out in the presence of the teacher in the classroom and time for the exam. It will be done in person, at the Carlos III university or at a center arranged by the university that guarantees the student's identity, who must surpass it in order to be able to approve the corresponding subject.

ASSESSMENT SYSTEMS OF THE ELECTIVE SUBJECT

Assessment
System   Weighting (%)

AS1...5
- Participation in forums and in-person sessions.........................5
AS2..30
- Individual / group activity: Quality: conceptual framework.........0,75
- Individual / group activity: Models of Excellence......................0,75
- Individual / group activity: Quality: Process management 0,75
- Individual / group activity: Quality and service chartes 0,75
SE3..15
- Self-assessment test (UD1-UD2-UD3)...................................0,75
- Self-assessment test (UD4-UD5) 0,75
SE4   50
- Final test: Training activity on final work............................... 20
- Onsite Final exam 30

% end-of-term-examination: 50
% of continuous assessment (assigments, laboratory):50

IMPORTANT NOTE

Although the final grade is summative, it will be necessary to pass the final exam in order to pass the subject.

In the absence of specific regulations of the University for postgraduate studies, the terms and conditions of the Ordinary and Extraordinary Call will follow the provisions of the regulations governing the continuous evaluation process in undergraduate, approved by the Governing Council of UC3M in Meeting of May 31, 2011. This regulation establishes that the student who has not followed the continuous evaluation, will have the right to carry out a test that allows him to obtain, in the Ordinary Call, 60% of the final maximum grade, in the Extraordinary Call, 75% of said maximum qualification. Regulations available at:
http://www.uc3m.es/portal/page/portal/organizacion/secret_general
ormativa/estudiantes/estudios_grado

% end-of-term-examination: 50

% of continuous assessment (assigments, laboratory, practicals…):   50

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ADDITIONAL BIBLIOGRAPHY
- It will become available as the course of the subject progresses ., ., .

BASIC ELECTRONIC RESOURCES
- They will become available as the course of the subject progresses . .: http://.