

Academic Year: ( 2024 / 2025 )

Review date: 16-05-2024

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 : 1

**REQUIREMENTS (SUBJECTS THAT ARE ASSUMED TO BE KNOWN)**

Information Services Management

**OBJECTIVES**

1. Understand the principles, foundations, and importance of Quality as a Management Philosophy in Information services, from the organizational and systemic perspective of its operation.
2. Clarify the holistic role of evaluation as an essential management process in achieving organizational quality, understood as the ultimate criterion that legitimizes the performance of information units/services.
3. Understand the principles and basic characteristics of a Quality Management System and the different approaches and models from which the System can be articulated, in order to optimize the value provided to the user of information services.
4. Understand the contributions that a Quality Management System can make to the organizational management of Information Units so that it can contribute to the achievement of the Objectives of the United Nations 2030 Agenda.
5. Identify and plan the stages involved in implementing a Quality Management System.
6. Understand the characteristics of the main tools for analyzing, within the framework of quality management, the needs and expectations of users related to information services.
7. Understand the processes of accreditation and certification of Quality Management Systems.
8. Gain a practical insight into the effective application of the main Quality Management Systems used in libraries and other information services/units.
9. Develop the skills necessary to implement a Quality Management System.

**GENERAL COMPETENCIES AND LEARNING OUTCOMES (Link to document)**

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.

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#### SPECIFIC COMPETENCIES AND LEARNING OUTCOMES OF THE "QUALITY MANAGEMENT SYSTEMS" COURSE

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.
- Understand the theoretical and practical foundations underlying a Quality Management System and the quality models and quality management systems that can be applied, and are being applied, in information services/units, as well as the contributions that a Quality Management System can make to the organisational management of information units in order to contribute to the achievement of the Sustainable Development Goals of the United Nations 2030 Agenda.
- 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: TQM, ISO 9000, EFQM 2020 Excellence Models.

2.3. The EFQM 2020 model and its contributions to the United Nations 2030 Agenda.

### 3. 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 brand image in the digital environment, contributing to Sustainable Development.

### 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: Self-Assessment, External Audit and Quality Management Recognitions.

Practice

Resolution of case studies related to the content of the subject (including the completion of a Final Project). NOTE: In some cases, activities that require the use of Artificial Intelligence tools may be included

## LEARNING ACTIVITIES AND METHODOLOGY

### 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

AF4 Tutorials

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

AF8 Synchronous online debates and colloquiums

### LEARNING ACTIVITIES OF THE "QUALITY MANAGEMENT SYSTEMS" COURSE

Type of activity	Is it synchronous?	Total hours	Hours of synchronous interactivity	In-person hours
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## % In-person attendance Student

AF1 0	NO	24,7	0	0
AF2 0	NO	22	0	0
AF3 100	SI	3	3	3
AF4 0	SI	3	3	0
AF5 0	NO	30	0	0
AF6 0	NO	1,3	0	0
AF7 0	SI	3	3	0
AF8 0	SI	3	3	0
	Total	90	12	3

3,33%

## 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, according to the University's regulations, can be consulted in the subject's own space, in the teaching and learning platform "Aula Global". There are two types of tutorials:

A) Collective tutorials. They are intended to clarify doubts or general problems related to the theoretical and practical aspects of the subject, either at the request of the students or the teacher if he/she considers it necessary. They will be carried out in the classroom sessions established for the subject and through the Subject Forum (this forum will be attended by the professor, from Monday to Friday, from Monday to Friday).

B) Individual tutorials. Their purpose is to plan, to follow up the course work, to guide or reorient the activity developed.... They will be done, at the student's request, online, within the timetable established for tutorials.

In addition to these tutorials officially set for the subject, students can request and arrange with the teacher tutorials outside these hours.

## ASSESSMENT SYSTEM

**% end-of-term-examination:** 50

**% of continuous assessment (assignments, laboratory, practicals...):** 50

## 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 \*.

\*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

<b>% end-of-term-examination:</b>	50
<b>% of continuous assessment (assignments, laboratory, practicals...):</b>	50

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.

## COURSE ASSESSMENT SYSTEMS

### 1) Continuous Assessment Activities (50%)

Assessment System	Weighting (%)
- SE2 (1 point each exercise)	30%
- Individual / group activity UD1	
- Individual / group activity UD2	
- Individual / group activity UD3	
- SE3/SE4	20%
SE3 (0.75 points)	
- Self-assessment test UD4-UD5	
SE4 (1.25 points)	
-Final work submitted	

### 2) Exam/Final work (50%)

Assessment System	Weighting (%)
SE4 (2 points)	
- Training activity on final work submitted	20%
SEA4 (3 points)	
- Onsite Final exam	30%

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#### - IMPORTANT NOTE REGARDING CONTINUOUS ASSESSMENT

The teacher may assign an additional 0.5 to the final grade obtained in this block, based on the student's active participation demonstrated throughout the course (SE1: Participation in forums and face-to-face sessions)

#### - IMPORTANT NOTE REGARDING THE FINAL EXAM/FINAL WORK

It will be necessary to pass the exam to be able to add both grades. In the absence of specific university regulations for postgraduate studies, in case of not passing the exam, the university regulations "Criteria for grading failed subjects in Bachelor's and Double Bachelor's degrees for not reaching the minimum grade required in the final exam, approved by agreement of the Faculty Board of Humanities, Communication and Documentation of 3 July 2023" (BOEL of 17 July 2023) will be applied. <http://hdl.handle.net/10016/37914>

#### - IMPORTANT NOTE REGARDING THE ORDINARY AND EXTRAORDINARY CALLS

In the absence of specific university regulations for postgraduate studies, the terms and conditions of the Ordinary and Extraordinary Calls will follow the provisions of the regulations governing the continuous assessment process in undergraduate studies, approved by the UC3M Governing Council at its meeting of 31 May 2011.

[https://www.uc3m.](https://www.uc3m.es/ss/Satellite/UC3MInstitucional/es/ListadoNormativas/1371206706530/Estudios_de_Grado)

[es/ss/Satellite/UC3MInstitucional/es/ListadoNormativas/1371206706530/Estudios\\_de\\_Grado](https://www.uc3m.es/ss/Satellite/UC3MInstitucional/es/ListadoNormativas/1371206706530/Estudios_de_Grado) (section "Exámenes")

## BASIC BIBLIOGRAPHY

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#### ADDITIONAL BIBLIOGRAPHY

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