

Academic year	2016-17
Subject	11504 - Integrated Management of Quality, Environment and Labour Safety
Group	Group 1, 2S
Teaching guide	B
Language	English

Subject identification

Subject	11504 - Integrated Management of Quality, Environment and Labour Safety
Credits	0.72 de presencials (18 hours) 2.28 de no presencials (57 hours) 3 de totals (75 hours).
Group	Group 1, 2S (Campus Extens)
Teaching period	Second semester
Teaching language	English

Professors

Lecturers	Horari d'atenció als alumnes					
	Starting time	Finishing time	Day	Start date	Finish date	Office
José María Carretero Gómez josem.carretero@uib.es	10:00	11:00	Tuesday	13/02/2017	07/07/2017	DB001 - Cita prèvia per e-mail
Matilde Morales Raya matilde.morales@uib.es	12:00	13:00	Monday	26/09/2016	10/02/2017	DB125 - Cita previa por email
	10:30	11:30	Wednesday	13/02/2017	17/07/2017	DB125 - Cita previa por email

Contextualisation

Organizations wishing to succeed on today's competitive environment must define a strategic positioning through value creation which responds appropriately to different society demands regarding quality management, environmental protection and occupational health and safety issues. Thus, organizations face the challenge to efficiently and effectively integrate the different management systems: quality, environmental and labour and safety.

The main objective of this subject is to answer this comprehensive management imperative to meet the stakeholders' needs. To do this, theoretical and practical elements will be provided to reinforce professional specific competences and skills to meet the fundamental aspects of managing with an integrated approach.

Requirements

Skills

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Specific

- * CE8- To know and understand the diverse impact that different tourism development alternatives can have on social wellbeing (environment, health, equality of opportunities, etc.).
- * CE10 – To develop skills that facilitate integration into labour markets related to the tourism industry and, especially, to the companies and institutions that monitor and evaluate projects and programmes in the tourism environment..

Generic

- * CG1 – To know the new tendencies emerging in the tourism system and the challenges faced by it, at the same time deepening the knowledge of advanced economic analysis, and making possible the development of an innovative vision to provide ideas and solutions..
- * CG2 – To develop an innovative capacity by applying the acquired knowledge to the resolution of problems in new environments related to the tourism sector..
- * CG7 – To acquire specialized knowledge about the tourism system to make it possible to face challenges and provide solutions..

Basic

- * You may consult the basic competencies students will have to achieve by the end of the Master's degree at the following address: http://estudis.uib.cat/master/comp_basiques/

Content

Theme content

- Chapter 1. Quality management systems
- Chapter 2. Environmental management systems
- Chapter 3. Labour health and safety systems
- Chapter 4. Integrated management systems

Teaching methodology

In-class work activities

Modality	Name	Typ. Grp.	Description	Hours
Theory classes	Theory classes	Large group (G)	In-person class work activity	8
Seminars and workshops	Seminars	Medium group (M)	Seminars	2
Practical classes	Practice classes	Large group (G)	Problems and cases resolution	4
Assessment	Exam	Large group (G)	Final exam: type test and/or openanswer questions	4

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At the beginning of the semester a schedule of the subject will be made available to students through the UIBdigital platform. The schedule shall at least include the dates when the continuing assessment tests will be conducted and the hand-in dates for the assignments. In addition, the lecturer shall inform students as to whether the subject work plan will be carried out through the schedule or through another way included in the Campus Extens platform.

Distance education work activities

Modality	Name	Description	Hours
Individual self-study	Individual self-study	Distance education work activity	40
Group self-study	Group self-study	Problems and cases resolution	17

Specific risks and protective measures

The learning activities of this course do not entail specific health or safety risks for the students and therefore no special protective measures are needed.

Student learning assessment

Theory classes

Modality	Theory classes
Technique	Observation techniques (non-retrievable)
Description	In-person class work activity
Assessment criteria	An explanation by the lecturer of the corresponding theoretical subject, awaiting for active participation by the students that have prepared the recommended readings and answered the previous online activities.

Final grade percentage: 20%

Exam

Modality	Assessment
Technique	Objective tests (retrievable)
Description	Final exam: type test and/or openanswer questions
Assessment criteria	Final exam: type test and/or open answer questions

Final grade percentage: 40%



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Individual self-study

Modality	Individual self-study
Technique	Objective tests (non-retrievable)
Description	Distance education work activity
Assessment criteria	It is essential for students to study and work on their own to assimilate the fundamentals of this subject. To achieve this goal, the students must review subject matter explained in class, read and analyse recommended reading

Final grade percentage: 0%

Group self-study

Modality	Group self-study
Technique	Papers and projects (non-retrievable)
Description	Problems and cases resolution
Assessment criteria	Problems and case studies resolution

Final grade percentage: 40%

Resources, bibliography and additional documentation

Basic bibliography

The subject will follow several manuals and reading covering the different issues included in the program. No one basic manual is recommended. The teacher will inform students the specific complementary sources relevant for each session.

Complementary bibliography

- Barrow, C. 2006. Environmental Management for Sustainable Development. Routledge: New York. 2nd edition
- Belcham A. 2015. Manual of Environmental Management. Routledge: New York
- Mok C, Sparks B, Kadampully J. 2001. Service Quality Management in Hospitality, Tourism, and Leisure. 2001. Routledge: New York
- Oakland J. S 2014 Total Quality Management and Operational Excellence: Text with Cases. Routledge: New York
- Alli, B. O. 2008. Fundamental principles of occupational health and safety. Geneva: International Labour Office – ILO.
- Lee TH, Shiba S, Chapman-Wood R. 1999. Integrated Management Systems: A Practical Approach to Transforming Organizations. New York: John Wiley & Sons.
- Bugdol M, Jedynak P. 2015. Integrated Management Systems. Springer.

