



Academic year	2019-20
Subject	11504 - Integrated Management of Quality, Environment and Labour Safety
Group	Group 1

Subject

Subject / Group	11504 - Integrated Management of Quality, Environment and Labour Safety / 1
Degree	Master's in Economics of Tourism: Monitoring and Evaluation
Credits	3
Period	2nd semester
Language of instruction	English

Professors

Lecturers	Office hours for students					
	Starting time	Finishing time	Day	Start date	End date	Office / Building
Matilde Morales Raya matilde.morales@uib.es	15:30	16:30	Tuesday	09/09/2019	22/07/2020	DB125 - Cita previa por email

Context

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

The main objective of this course is to address this comprehensive management imperative for companies to meet their stakeholders' needs. By doing so, students will be provided with theoretical and practical elements to reinforce professional specific competences and skills to understand the fundamental aspects of managing from an integrated approach.

Requirements

Skills

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.



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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

Range of topics

- 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 (0.72 credits, 18 hours)

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: Multiple choice test and/or open-answer questions	4

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 Aula Digital platform.

Distance education tasks (2.28 credits, 57 hours)



Syllabus

Modality	Name	Description	Hours
Individual self-study	Individual self-study	Self-education and autonomous work activity	40
Group self-study	Group self-study	Problems and case 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

Frau en elements d'avaluació

In accordance with article 33 of Regulation of academic studies, "regardless of the disciplinary procedure that may be followed against the offending student, the demonstrably fraudulent performance of any of the evaluation elements included in the teaching guides of the subjects will lead, at the discretion of the teacher, a undervaluation in the qualification that may involve the qualification of "suspense 0" in the annual evaluation of the subject".

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. Attendance and participation at class will account for 10% and the on-line activities for the other 20%.

Final grade percentage: 20%

Exam

Modality	Assessment
Technique	Objective tests (retrievable)
Description	Final exam: Multiple choice test and/or open-answer questions
Assessment criteria	Final exam: Multiple choice test and/or open-answer questions.

Final grade percentage: 20%

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Individual self-study

Modality	Individual self-study
Technique	Objective tests (non-retrievable)
Description	Self-education and autonomous 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 readings.

Final grade percentage: 0%

Group self-study

Modality	Group self-study
Technique	Papers and projects (non-retrievable)
Description	Problems and case resolution
Assessment criteria	Problems and case studies resolution. Two case studies 30% each.

Final grade percentage: 60%

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.