



IDENTIFYING DATA

Tourist process quality

Subject	Tourist process quality			
Code	004G240V01903			
Study programme	(*)Grao en Turismo			
Descriptors	ECTS Credits	Choose	Year	Quadmester
	6	Optional	4th	1st
Teaching language	Spanish Galician			
Department				
Coordinator	del Río Rama, María de la Cruz			
Lecturers	del Río Rama, María de la Cruz			
E-mail	delrio@uvigo.es			
Web				
General description	(*)Concepto de calidade e fundamentos da Calidade Total. Modelos estandarizados de Xestión da Calidade e normas UNE. Implantación dun Sistema de Xestión da Calidade. Normalización e certificación da calidade. Ferramentas para a Xestión da Calidade. Custos de xestión da calidade.			

Competencies

Code	
A1	Students need to show they have acquired and understood the knowledge in a field of study underpinned by general secondary education and which is usually at a level which-while drawing on advanced text books-also includes certain aspects that imply being familiar with the cutting edge of this field of study.
A2	Students need to be able to apply the knowledge acquired to their work or vocation in a professional manner, and should have the skills normally demonstrated through the ability to develop and defends points of view and to solve problems related to their field of study.
A3	Students should be able to collect and interpret relevant data (usually within their field of study) in order to make judgements that include a reflection on the relevant social, scientific or ethical issues.
A4	Students should be able to transmit information, ideas, problems and solutions to both specialised and non-specialised audiences.
A5	Students should have developed the necessary learning skills in order to continue studying with a high level of autonomy.
B1	Skills in handling ICT in order to look up and make use of information
B2	Be capable of analysing, synthesizing and managing data derived from observations through the use of basic quantitative and predictive techniques
B3	The ability to critically interpret data and text
B5	Oral and written communication skills.
B6	Mobility and adaptability to different contexts and situations.
B7	The ability to work both in teams and individually
B8	Capacity for learning and independent work
B9	Ability to apply the theoretical and practical knowledge acquired in a specialised academic context
B10	Ability to transform an empirical problem into an object of study and to reach conclusions
C11	Identify the operational processes in tourism enterprises
C12	Understand the behaviour of people in tourism enterprises and apply techniques and methodology related to personnel management
C13	To be able to evaluate alternatives in the planning, management and control of tourist companies, as well as make strategic decisions.
C15	Orientation of customer services
D1	Responsibility and the capacity to take on commitment
D3	Creativity
D5	Motivation for quality

Learning outcomes

Expected results from this subject	Training and Learning Results		
New	A1	C11 C12 C13 C15	
New	A2	B2 B9 B10	C11
New	A3	B1	
New	A4	B3	D1
	A5	B5 B6 B7 B8 B9 B10	D3 D5

Contents

Topic

Brief description of his contents: Development of the contents in subjects:

Concept of quality and foundations of the Total Quality. Models standardised of Management of the Quality and norms JOINS. Implantation of a System of Management of the Quality. Normalisation and certification of the quality. Tools for the Management of the Quality. Costs of management of the quality.

SUBJECT 1: INTRODUCTION. FUNDAMENTAL CONCEPTS OF THE QUALITY

SUBJECT 2: IMPLANTATION OF A SYSTEM OF MANAGEMENT OF THE QUALITY

SUBJECT 3: MODELS STANDARDISED OF QUALITY

SUBJECT 4: CONTINUOUS IMPROVEMENT. TOOLS OF QUALITY

SUBJECT 5: NORMALISATION, CERTIFICATION And HOMOLOGATION.

SUBJECT 6: THE COSTS IN QUALITY

Planning

	Class hours	Hours outside the classroom	Total hours
Problem solving	22	0	22
Lecturing	23	0	23
Essay	2	99	101
Case studies	0	4	4

*The information in the planning table is for guidance only and does not take into account the heterogeneity of the students.

Methodologies

	Description
Problem solving	Activity in which they formulate problems and/or exercises related with the *asignatura. The student has to develop the suitable or correct solutions by means of the *ejercitación of routines, the application of formulas or algorithms, the application of procedures of transformation of the available information and the interpretation of the results. It is used to use as l complement of the lesson *magistral.
Lecturing	Exhibition by part of the professor of the contents on the matter object of study, theoretical bases and/or guidelines of a work, exercise or project to develop by the student.

Personalized assistance

Tests	Description
Essay	.

Assessment

Description	Qualification	Training and Learning Results
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Essay	Realisation of an autonomous work in group. It will elaborate along all the *cuatrimestre and will present at the end of the same.	80	A1 A2 A3 A4 A5	B1 B3 B5 B6 B7 B8 B9 B10	D1 D3 D5
Case studies	Realisation of practical cases or analysis of situations.	20	A2 A4	B2 B3 B7 B8 B9 B10	C11 C13

Other comments on the Evaluation

- Non-continuous evaluation, with a final examination that will be able to include theoretical contents and/or practical by means of questions that will be able to be type test, short, of development, or practical cases. This proof is headed to value the understanding of the concepts purchased in the *asignatura, supposing 100% of the note, and will evaluate in addition to the concepts of the matter, the clarity in the exhibition and the grammatical and orthographical utilisation correct in those parts that require it. - Continuous evaluation, the concretion of the activities will depend to a large extent of the number of students, means to work in group, etc. These proofs of continuous evaluation will be headed to value the activities realised by the student along the development of the classes, in which it will value the correct realisation of the tasks entrusted, that will be able to consist in the resolution of questionnaires, practical cases, works *individualizados or in group, and the realisation and oral exhibition of works of some agreed subjects with the professor. In this block of face-to-face qualification will be able to value the participation of the student. - The concrete characteristics of the final examination, so much in the continuous evaluation (announcement Julio) as in the non-continuous, will be detailed by part of the professors of the *asignatura (in class and through the platform Fear) with anticipation to the same and in the frame of the legal terms established by the University of Vigo. - The students to approve the *asignatura have to obtain by one or another system of evaluation an equal or upper qualification to 5 points, being compulsory in all the cases surpass the final examination (or the partial in case to be offered). - In all the examinations will be compulsory to identify of official way (*DNI, Passport or official substitutive document) and is forbidden the possession of mobiles, *smartphones, or any another electronic device, even being these turned off or in rest. Break these two conditions will invalidate the announcement to which was *concurriendo. - The dates and schedules of the proofs of evaluation of the different announcements are the specified in the calendar of proofs of evaluation approved by the *Xunta of Centre for the course 2019-2020. In the case of conflict or disparity between the dates of the examinations will prevail the distinguished in the page web of the *FCETOU.

Sources of information

Basic Bibliography

ALONSO ALMEIDA, M; BARCOS RENDÍN, L.; MARTÍN CASTILLA, J.I., **GESTIÓN DE LA CALIDAD DE LOS PROCESOS TURÍSTICOS**, SINTESIS, 2006

Complementary Bibliography

JULIA, M.; PORSCHE, F.; JIMÉNEZ, V. Y VERGE, X., **GESTIÓN DE LA CALIDAD APLICADA A HOSTELERÍA Y RESTAURACIÓN**, PRENTICE HALL, 2002

Recommendations

Other comments

* Non-face-to-face service mechanism for students (tutorials): in all modalities, face-to-face or non-face-to-face, the tutoring sessions will be carried out by telematic means (email, videoconference) under the modality of prior agreement.

Contingency plan

Description

=== EXCEPTIONAL PLANNING ===

Given the uncertain and unpredictable evolution of the health alert caused by COVID-19, the University of Vigo establishes an extraordinary planning that will be activated when the administrations and the institution itself determine it, considering safety, health and responsibility criteria both in distance and blended learning. These already planned measures guarantee, at the required time, the development of teaching in a more agile and effective way, as it is known in advance (or well in

advance) by the students and teachers through the standardized tool.

=== ADAPTATION OF THE METHODOLOGIES ===

* Teaching methodologies: the methodologies included in the guide for teaching the subject in face-to-face mode (master class and case study) are maintained if the subject is taught in both mixed and non-face-to-face mode. In the case of non-contact modality, the teaching activity will be taught through the Remote Campus of uvigo and the Faitic platform will be used as usual to provide the necessary material to the students.

* Non-face-to-face service mechanism for students (tutorials): in all modalities, face-to-face or non-face-to-face, the tutoring sessions will be carried out by telematic means (email, videoconference) under the modality of prior agreement.

* Additional bibliography to facilitate self-learning: it will be provided through the Faitic teleteaching platform.

=== ADAPTATION OF THE TESTS ===

- The assessment contained in the guide for the face-to-face modality is maintained.
