



IDENTIFYING DATA

Tourist process quality

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|---------------------|---|----------|------|------------|
| Subject | Tourist process quality | | | |
| Code | 004G240V01903 | | | |
| Study programme | Grado 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 | | | |
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| 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. | | | |

Training and Learning Results

| | |
|------|---|
| 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 |

Expected results from this subject

| 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 I 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 |
|-------------|---------------|-------------------------------|
|-------------|---------------|-------------------------------|

| | | | | | |
|--------------|---|----|----------------------------|---|----------------|
| Essay | Carrying out three works carried out autonomously in a group, carried out throughout the four-month period. | 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

There are two evaluation systems: continuous evaluation and global evaluation. The deadline to change from continuous evaluation to global is from September 11 to October 11.

- Non-continuous evaluation, a final project proposed by the teacher will be carried out. This test is aimed at assessing the understanding of the concepts acquired in the subject, assuming 100% of the mark, and will also evaluate the concepts of the subject, the clarity in the exposition and the correct grammatical and spelling use in those parts that they require it.
- Continuous evaluation, three works will be carried out, it is necessary to pass both separately (minimum grade 5) to pass the subject. These continuous assessment tests will be aimed at assessing the activities carried out by the student throughout the development of the classes, in which the correct performance of the assigned tasks will be assessed, which may consist of solving questionnaires, case studies, assignments individualized or in groups, and the realization and oral presentation of works of some subjects agreed with the professor. In this face-to-face qualification block, the student's participation can be assessed.
- To pass the subject, students must obtain a grade equal to or greater than 5 points. Those works not passed will be presented again in the official call for January.
- Second opportunity: in case of not passing the continuous evaluation, the works not passed will be presented again in the official call for exams in July.
- The dates and times of the evaluation tests of the different calls are those specified in the evaluation tests calendar approved by the Xunta de Centro for the 2023-2024 academic year. In the case of conflict or disparity between the dates of the exams, those indicated on the FCETOU website will prevail.

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

JULIÁ, 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.