



Academic year	2017-18
Subject	11448 - Advanced Management Systems for Excellence and Integration
Group	Group 1, 1S
Syllabus	C
Language	English

Subject

Name	11448 - Advanced Management Systems for Excellence and Integration
Credits	0.72 in-class (18 hours) 2.28 distance (57 hours) 3 total (75 hours).
Group	Group 1, 1S (Campus Extens)
Period	First semester
Language	English

Lecturers

Lecturers	Office hours for students					
	Starting time	Finishing time	Day	Start date	End date	Office
José María Carretero Gómez josem.carretero@uib.es	10:00	11:00	Tuesday	11/09/2017	11/07/2018	DB001, Edifici G.M. Jovellanos - Cita prèvia per e-mail.

Context

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

Specific

- * [CE11] Ability to develop integral business plans..





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- * [CE15] Learn the techniques that allow the development of tourism destinations and organizations in an international, complex and dynamic environment, to achieve a sustainable, integrative and innovative tourism management and promotion..

Generic

- * [CG2] Know how to work in a team and deal with problematic situations in a collaborative way..
- * [CG3] Know how to apply quality and environmental, economic and social management systems..

Transversal

- * [CT2] Ability to organize and plan..
- * [CT6] Being able to take decisions and solve problems..

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

- Theme 1. Quality Management Systems: basic concepts
- Theme 2. Advanced Management and sustained success: principles and models
- Theme 3. Other management systems: Occupational Health and Safety and Corporate Social Responsibility
- Theme 4. Integrated Management systems: Basic concepts
- Thema 5. Integration of management systems: Planning and final case

Teaching methodology

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

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	4
Practical classes	Practical classes	Large group (G)	Problems and case studiesresolution	4



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Modality	Name	Typ. Grp.	Description	Hours
Assessment	Exam	Large group (G)	Knowledges exam: multiple choice quiz questions and/or open questions	2

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Distance education work activities

Modality	Name	Description	Hours
Individual self-study	Individual self-learning	Distance education work activity	40
Group self-study	Group self-learning	Essays on specific topics and/or cases resolution and/or problems	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 previous online activities. Will be taken into account for evaluating the active and relevant contributions to proposed on-line forums and other assignments.

Final grade percentage: 10%

Exam

Modality	Assessment
Technique	Objective tests (retrievable)
Description	Knowledges exam: multiple choice quiz questions and/or open questions
Assessment criteria	The exam is about knowledges and it is composed by a quiz and/or some open questions. To pass this course, it is required in the final exam a minimum grade of 4 (in a 0-10 gradingscale).

Final grade percentage: 30%

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Individual self-learning

Modality	Individual self-study
Technique	Self-assessment systems (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 readings. They must also answer all self-assessment on-line quizzes.

Final grade percentage: 30%

Group self-learning

Modality	Group self-study
Technique	Papers and projects (non-retrievable)
Description	Essays on specific topics and/or cases resolution and/or problems
Assessment criteria	Organized in team, the students will have to solve a case study, write an essay and discuss it at class with the rest of the students.

Final grade percentage: 30%

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

- * Kadampully, J., Mok, C., Sparks, B. (2001). Service Quality Management in Hospitality, Tourism, and Leisure. New York: Routledge.
- * Oakland, J.S. (2014). Total Quality Management and Operational Excellence: Text with Cases. New York: Routledge.
- * Alli, B.O. (2008). Fundamental Principles of Occupational Health and Safety. Geneva: International Labour Office – ILO.
- * Lee, T.H., 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.

Other resources

Some academic journals:

- * Journal of Hospitality and Tourism Management
- * Tourism Management