

Subject/Unit: Quality Management	Date of Update: July 2016
Major: International Relations	Plan: 401
Semester: 8th	Credits: 2

Week	Topic	Activities. Homework, Exams	Bibliography
1	Introduction	Evaluation Criteria Of The Course	Managing For Quality
2	Chapter 1 defining quality Pages 12-26	Team 1 presentation activity 1 presential Questionnaire page 39 Questions: 3,4,5	Managing For Quality
3	Chapter 2 total quality in organizations Pages 49-62	Team 2 presentation activity 2 presential elaborate a table establishing the differences between quality in manufacturing and quality in service.	Managing For Quality
4	Chapter 3 philosophies and frameworks Pages 92-114	Team 3 presentation Activity 3 presential mental map of philosophers and most important conceptualization Class presential	Managing For Quality
5	Chapter 3 international quality awards programs Pages 124-140	Team 4 presentation Activity 4 nexus research on the awards in México. A description of each.	Managing For Quality
6	Chapter 4 focusing on customers Pages 154-170	Team 5 presentation activity 5 nexus Questionnaire pg. 193-194 Questions 4, 10, 14	Managing For Quality



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Anexo 8.3

Programa Condensado



7	Chapter 4 focusing on customers Pages 170-187	Team 6 presentation	Managing For Quality
8	Class discussion	Activity 6 Nexus Essay establishing the difference between satisfaction and loyalty	Managing For Quality
9	1st Middle Term Exam		Managing For Quality
10	Chapter 5 leadership and strategic planning Pages 212 - 232	Team 8 presentation Activity 7 Presential Team work: mission and vision of a coffee	Managing For Quality
11	Chapter 5 leadership and strategic planning Pages 232-248	Team 9 presentation	Managing For Quality
12	Chapter 6 human resource practices Pages 268-284	Team 10 presentation Activity 8 Nexus Read the case on page 321: golden plaza hotel and write an essay	Managing For Quality
13	Chapter 6 human resource practices Pages 285 - 311	Team 11 presentation	Managing For Quality
14	Chapter 7 process management Pages 330 – 353 Last week	Team 12 presentation Activity 9 Nexus Questionnaire pag. 377 Questions: 1, 5, 6, 12	Managing For Quality



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Programa Condensado



15	Chapter 8 performs and strategic information management Pages 389-421 2nd Middle Term Exam	Summary Preencial	Managing For Quality
16	Upload 1st opportunity grades to siase		
17	Counseling for second opportunity	Final Grades	
18	2nd Opportunity		
19	2nd Opportunity		
20	Final grades in SIASE		

Student's activities:

Summary's activity:

- Arial 12 letter
 - Student's information in a box on the top right of the page (without front page)
 - The misspellings will be penalized.
 - The student will redact the ideas of each topic and subtopic of the designated pages with his/her own words.
 - To copy the book's paragraphs will be penalized.
- To establish the most relevant ideas of each subtopic.

Opinion essay's activity:

- Arial 12 letter, without front page, student's information on the top right of the first page.
 - Just one page.
 - To stand out his/her opinion talking about the established points in the lecture.
- The misspellings will be penalized.

Chart's activity:

- To mention at least 3 relevant contribution of each teacher of the quality in the unit.
 - A short biographical review of each one.
 - Arial 12 letter, without front page, student's information on the top right of the first page.
- The misspellings will be penalized.

Glossary's activity

- To realize a list with all the unit's concepts which their definition in the student's words.
- Arial 12 letter, without front page, student's information on the top right in the first page.
The misspelling will be penalized.

Evidence 1: to elaborate a triptych that contains the mission and vision of the product or service. The student will design a logo; establish the mission and vision in a redaction that looks like a triptych.

Evidence 2: to describe a product (price, sale place, presentation, purpose) or service (schedules, expectative, requirements, etc.) Of the business

Evidence 3: to elaborate a process, with the format requested, for the provision of a service or de development of a product.

Comprehensive Final Project: an investigation project about the trends of the visionary companies' certification process, in the world. (sustainability, social responsibility, educational quality in the companies, etc.). Later the student will make an estimate about the same topic to his/her business project

The copy in any partial will be penalized with an automatically 2nd opportunity exam.

-the student must deliver his/her activities on the date and time established, if the student doesn't, he/she will loose the grade of that activity.

-if the student attends late or without his/her receipt paid in the 2nd opportunity exam, he/she will be automatically on 3rd opportunity.

Evaluation

Evidences(3) 15 % c/u = 45%

Homework (6) 5% c/u = 30 %

Comprehensive Final Project = 25 %

Total grade = 100 %

Text's Bibliography

Title Of The Book: Managing For Quality And Performance Excellence

Author (S): James R. Evans And William M. Lindsay

Editorial: Cengage Learning

Date Of Publication: Cuarta Edición