



## Anexo 8.3

### Programa Condensado



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

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



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



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|----|--|----------------------|----------------------|
| 15 | Chapter 8 performers and strategic information management<br>Pages 389-421<br>2nd Middle Term Exam | Summary<br>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.



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#### 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 2<sup>nd</sup> opportunity exam, he/she will be automatically on 3<sup>rd</sup> 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