



Universidad de  
**La Sabana**

**SUBJECT SYLLABUS**

**ACADEMIC OVERVIEW**

**INTERNATIONAL SCHOOL OF ECONOMIC & ADMINISTRATIVE SCIENCES**

**SUBJECT NAME AND CODE:** Quality Planning

**LEVEL OF STUDY:** Undergraduate Program

<b>GENERAL ACADEMIC INFORMATION</b>			
<b>LATEST UPDATE</b>	2016-2		
<b>ACADEMIC AREA</b>	Service, Hospitality and Quality		
<b>SEMESTER</b>	NA		
<b>SUBJECT TYPE</b>	Elective		
<b>CREDIT POINTS</b>	3		
<b>CLASSROOM HOURS PER WEEK</b>	4		
<b>PRE-REQUISITES</b>	NA		
<b>LANGUAGE</b>	Spanish		
<b>INTERNATIONAL CONTENT</b>	<ul style="list-style-type: none"><li>• Reading materials include international journal articles</li><li>• Reading materials in English</li><li>• Development of projects with international or intercultural focus</li><li>• International cases are used and compared against national reality</li><li>• International bibliography is used</li></ul>		
<b>COURSE DETAILS</b>			
<b>COURSE DESCRIPTION</b>	To ensure continuous improvement in managing all activities associated with administration and management in organizations, driving from the direction a philosophy of quality based on a process of quality planning, which identifies the strategic guidelines that the organization must develop in the future, to anticipate and meet the requirements of its market. It is thus necessary to, starting from a long-term plan, that based on the requirements and needs of a market, define objectives, strategies, values and action plans to be developed through its products and services. In this way, the future professional will develop the goods and services required by customers, previously establishing the purpose of his project, identifying customers, discovering their needs, specifying products, developing processes and evaluating controls, looking for efficient and effective organizations.		
<b>COMPETENCES DEVELOPED</b>	<b>Competence</b>	<b>Emphasis</b>	<b>Intended Learning Outcome (ILO)*</b>

	Identifying the need to evaluate the corporate strategic plan to develop quality planning.	Knowledge	ILO 001 ILO 002 ILO 004 BA&S ILO006 BA&S ILO 007
	Understanding the meaning of processes, macro strategic processes, macro missionary processes, macro processes of support, mainstreaming of processes.	Knowledge	ILO 001 ILO 002 ILO 004 BA&S ILO006 BA&S ILO 007
	Developing the bases for the certification processes in a human, technical and administrative environment.	Skills	ILO 001 ILO 002 ILO 003 ILO 004 BA&S ILO 006 BA&S ILO 007
	Identifying the customer and his needs as foundation in the processes of quality and service.	Skills	ILO 001 ILO 002 ILO 003 ILO 004 BA&S ILO 006 BA&S ILO 007
	<p><b>* Intended Learning Outcome</b></p> <p>ILO01: Global Vision: Demonstrate an understanding of multicultural environments both in local and global contexts.</p> <p>ILO02: Critical Thinking: Evaluate information using critical and analytical reasoning to address changing economic and business situations.</p> <p>ILO03: Teamwork: Understand and work with others of different backgrounds to solve problems, develop meaningful relationships, and share knowledge.</p> <p>ILO04: Ethics &amp; Social Responsibility: Demonstrate awareness of ethical issues in business environments and contribute to the improvement of social conditions.</p> <p>BA&amp;S ILO06: Understand the needs of people and organizations as well as the tendencies of service and hospitality, which prevail in the marketplace in order to design solutions that satisfy the needs of both internal and external customers.</p> <p>BA&amp;S ILO07: Understand transformational leadership to improve organizations and human resource development</p>		
<b>COURSE CONTENTS</b>	Quality planning, quality characterization planning of a quality management system process management		

<b>METHODOLOGY</b>	<p>Lecture  Conferences  Theoretical classes  Participative classes :Small Groups Discussion and Course Discussions</p>
<b>ASSESSMENT</b>	<p>C1, C2, C3 &amp; C4 will be evaluated through written exams, reading comprehension tests, works and workshops throughout the semester and the final project applied –Project based learning. The evaluation system used will allow the teacher to verify the degree of competencies' development reached by the students according to the achievements.</p> <p>The overall evaluation will be reflected in quantitative terms in three terms:</p> <p>First term 30%  Independent work composed by quizzes, workshops, graded exercises, presentations 10%  Presentation by the students of the concepts during the sessions 5%  First midterm exam 15%</p> <p>Second term 30%  Independent work composed by quizzes, workshops, graded exercises, presentations 5%  First part of final work 10%  Second midterm exam 15%</p> <p>Third term 40%  Independent work composed by quizzes, workshops, graded exercises, presentations 15%  Final exam, second part of final work and defense 25%</p>