

Academic Year/course: 2023/24

26139 - Quality Management and Administration in the Provision of Social Services

Syllabus Information

Academic year: 2023/24

Subject: 26139 - Quality Management and Administration in the Provision of Social Services

Faculty / School: 108 - Facultad de Ciencias Sociales y del Trabajo

Degree: 274 - Degree in Social Work

ECTS: 5.0

Year:

Semester: Second semester

Subject type: Optional

Module:

1. General information

The goal of this subject is to introduce the student to quality management and continuous improvement in organizations.

It aims to give an overview of what quality management means in organizations, providing them with different tools and instruments that they can use to continuously improve their performance of their activity.

The structure and content of the assignment are aligned with the following Sustainable Development Goals (SDGs) of the United Nations 2030 Agenda:

- Goal 10: Reduction of Inequalities
- 11: Sustainable Cities and Communities
- Goal 12: Responsible Production and Consumption
- Goal 13: Climate Action

In order to successfully complete this subject, regular attendance and active participation in the work sessions is recommended.

2. Learning results

At present, the management and administration of quality in Social Services constitutes a key factor for improving the performance of the organisations that provide these services, and for giving a satisfactory response to the new and diverse demands of the social agents.

Successfully pass the course the student must:

1. Know the meaning of quality and quality management.
2. Understand the fundamentals and importance of quality management in service organizations Social.
3. Identify the different tools to achieve continuous improvement in organizations.
4. Analyze and be able to apply some of these basic tools, in particular, service charters and the ISO-9001 standard: 2015 applied to Social Services.
5. Distinguish the concepts of standardization, certification and accreditation.
6. Analyze the organizational synergies and strategic implications of Integrated Management Systems.
7. Learn about different approaches or real applications of the integrated quality model in services Social.
8. Be able to design a quality intervention through the method of organizational development, using the fundamental concepts of differentiation and integration, in line with integrated quality management.

3. Syllabus

1. The Organization and organizational processes.

- 1.1. Concept of Organization.
- 1.2. The Organization's environment.
- 1.3. The structure of the organization.

2. Basic concepts of quality. Quality of service.

- 2.1- Definition of quality and quality management.
- 2.2- Fundamentals and evolution of quality management.
- 2.3- Excellence and continuous improvement.
- 2.4- Application to services. User experience.

3. Quality management tools.

- 3.1- Data collection tools for problem analysis
- 3.2- Data analysis tools for troubleshooting problems
- 3.3- Tools for search and evaluation of solutions
- 3.4- Tools for the implementation of solutions.

4. ISO-9001 quality management systems: 2015. Quality in Social Services.

- 4.1- ISO-9001:2015 Standard. Quality management system. Requirements.
- 4.2- What we understand by the process of a service. Identification of a service's processes and Service Map Processes.
- 4.3- The Quality Certificate. Accreditation and certification process.
- 4.4. Quality in Social Services. The UNE 158000 family of standards. Services provided at residential centers (UNE 158101, Day/night centers (UNE 158201), Home help (UNE 158301) and Tele-assistance.
- 4.5- Practical cases of implementation of a quality management system.

5. Integrated quality in the provision of services. Service Letters.

- 5.1 Introduction: Mission, vision and benefits.
- 5.2- Structure and content of service letters according to UNE 93200.
- 5.3- Methodological aspects in the development of the Service Charter.
- 5.4- Communication of the service charter.
- 5.5- Case study. Elaboration of a Service Charter.

6. The team in Quality Management.

- 6.1- The functions of the Board of Directors.
- 6.2- Leadership.
- 6.3- Work teams.
- 6.4- Evaluation and recognition systems.

7. The European Model of Excellence (EFQM 2020) .

- 7.1- Fundamental concepts.
- 7.2- The EFQM 2020 model. Direction, Execution and Results.
- 7.3- Requirements in the management of results and performance with stakeholders.
- 7.4- People management and leadership requirements.

4. Academic activities

The development of the course is structured around explanatory classes and active methodologies.

The course has 5 ECTS credits, which implies 125 hours of student work.

CLASSROOM WORK (55 hours):

- Lectures (T1): 30 hours.

- Problems and cases (T2): 15 hours.
- Work tutoring (T6): 5 hours.
- Knowledge tests: 5 hours.

WORK OUTSIDE THE CLASSROOM (70 hours):

- Autonomous work: 40 hours.
- Group work (15 from T2 and 15 from T6): 30 hours.

5. Assessment system

Face-to-face students/Continuous assessment:

The student must participate in the realization of different formative activities, which will contribute to reach the expected learning results.

1. T2 type practices: In the practical sessions there will be various types of participatory activities, based on the corresponding theory, which will be part of the practical assessment of the subject. The total of these practices will account for 30% of the final grade.
2. T6 type practices: In working groups, students will prepare a paper on the management and improvement of the quality, to apply the concepts of the subject according to the guidelines that will be indicated in due time. The work will account for 20% of the final grade.
3. Theoretical written test: In order to be able to take this test, it is a requirement to have passed the practical part developed in practices T2 and T6 above. The value of the test will be 50% of the final grade. The students who have not passed the practical part (T2+T6), must take the single assessment test directly.

Non-face-to-face students/Single assessment:

An individual written theoretical-practical knowledge test, in which students must demonstrate that they are able to define and rigorously explain the basic concepts of the subject.