


ASIGNATURA DE GESTION DE LA CALIDAD EN ESTABLECIMIENTOS DE ALIMENTOS Y BEBIDAS BIS

1. Competences	To develop and manage a gastronomic concept through the diagnosis of culinary potential, menu engineering, representative Mexican and international cuisine, financial and strategic management tools, and applicable regulations to strengthen the gastronomic sector and contribute to the economic development of the area.
1. Term	Tenth
2. Theory hours	16
3. Practical hours	29
4. Total hours	45
5. Weekly hours	3
6. Objective	The student will structure a quality management proposal through quality tools, considering the standards and certifications to contribute to the competitiveness of food and beverage establishments.

LEARNING UNITS	Horas		
	Theoretical	Practical	Total
I. Certifications for food and beverage establishments	6	9	15
II. Administrative tools for quality management	10	20	30
Total	16	29	45

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LEARNING UNITS


1. Learning Unit	I. Certifications for food and beverage establishments
2. Theoretical Hours	6
3. Practical Hours	9
4. Total	15
5. Objective	The student will diagnose the hygienic management situation in a food and beverage establishment to determine critical points.

Topic	knowledge	Skills	Values
Distinctive H	Identify the concepts and characteristics of Distinctive H: -Concept -Objective -Normulation NMXF605 -Verification points -Obtaining process -Validity Interpret the results of the verification	Verify compliance with the standards set by the certification Propose improvement actions in the food and beverage establishment	Analytical Systematic Critical thinking Responsibility Discipline Organized Proactive objective Respect Ethical Assertive Teamwork Work under pressure Efficient
Crystal	Identify HACCP methodology Identify aspects of Crystal and its characteristics: -Concept -Objective -Points for food and beverages -Obtaining process -Validity Interpret the results of the verification	Verify compliance with the standards set by the certification Propose improvement actions in the food and beverage establishment	Analytical Systematic Critical thinking Responsibility Discipline Organized Proactive objective Respect Ethical Assertive Teamwork Work under pressure Efficient

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EVALUATION PROCESS

Learning Outcome	Learning Process	Evaluation tools and instruments
<p>From a practical case of a food and beverage establishment, you will prepare a report that includes:</p> <ul style="list-style-type: none"> -General description of the case -Justification of the applied methodology -Areas to evaluate -Check list of areas of operation -Results obtained -Proposal for continuous improvement 	<ol style="list-style-type: none"> 1. Analyze the aspects of Distinctive H. 2. Understand the HACCP methodology 3. Understand the aspects of Crystal 4. Analyze the results of the certification standards. 	<p>Practical exercises Rubric</p>


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TEACHING-LEARNING PROCESS

Methods and teaching techniques	Media and teaching materials
Problem solving Case analysis Research	Computer Printed material Video projector Internet

LEARNING SPACE


Classroom/virtual classroom	Languages Lab/Work shop	Company
X		

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LEARNING UNITS

1. Learning Unit	II. Administrative tools for quality management
2. Theoretical Hours	10
3. Practical Hours	20
4. Total	30
5. Objective	The student will determine areas of opportunity in the operation of a food and beverage establishment to optimize resources


Topic	knowledge	Skills	Values
Administrative tools for quality management	<p>Recognize the principles of quality. Recognize the concept of continuous improvement. Recognize the instruments for quality assessment Recognize the concept and background of quality management.</p> <p>Identify the administrative tools for quality management: - Affinity diagram - Tree diagram - Relationship diagram - Matrices and matrix analysis for quality - Control charts - Histograms</p>		Analytical Systematic Critical thinking Responsibility Discipline Organized Target Honest Assertive

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Topic	knowledge	Skills	Values
Affinity and tree diagram	<p>Identify the concept of affinity diagram and tree diagram and its relation to quality management</p> <p>Explain the process of making affinity and tree diagrams.</p>	Diagram the related activities of an establishment of A and B with the affinity diagram.	Analytical Systematic Critical thinking Responsibility Discipline Organized Proactive Target Assertive Work under pressure Efficient
Relationship diagram	<p>Identify the concept of relationship diagram and its relation to quality management</p> <p>Explain the process of making relationship diagrams.</p>	Present the cause - effect relationship with the relationship diagram	Analytical Systematic Critical thinking Responsibility Discipline Organized Proactive Target Assertive Work under pressure Efficient
Matrix L for quality	<p>Identify the type of matrix L and its relationship with quality management</p> <p>Explain the process of elaboration of matrix L and its interpretation</p>	Present the relationship of two variables with matrix L	Analytical Systematic Critical thinking Responsibility Discipline Organized Proactive Target Assertive Work under pressure Efficient


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Topic	knowledge	Skills	Values
Histograms	Identify the histogram making process	Build and interpret an histogram	Analytical Systematic Critical thinking Responsibility Discipline Organized Proactive Target Assertive Work under pressure Efficient
Control Charts	Identify the Control Chart Making Process	Build and Interpret a Control Chart	Analytical Systematic Critical thinking Responsibility Discipline Organized Proactive Target Assertive Work under pressure Efficient

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EVALUATION PROCESS

Learning Outcome	Learning Process	Assessment Instruments
<p>Based on a practical case of quality management of establishments A and B, you will prepare a report that includes:</p> <ul style="list-style-type: none"> - Diagnosis - Quality management tool used - Strategic plan for continuous improvement - - Conclusions 	<ol style="list-style-type: none"> 1. Identify the diagrams, quality management matrices and their applications. 2. Understand the procedure for preparing quality diagrams. 3. Understand the procedure for the elaboration of quality matrices. 4. Analyze the information obtained from the administrative tools. 	<p>Practical exercises Rubric</p>


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LEARNING SPACE


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CAPABILITIES DERIVED FROM THE PROFESSIONAL COMPETENCES WHICH CONTRIBUTE TO THE SUBJECT


Capability	Performance Criteria
<p>Diagnose human, material, technical and financial resources through the analysis of positions and functionality of the equipment, basic financial statements, and applicable regulations to determine and optimize resources.</p>	<p>Prepare the diagnosis of the resources and integrate the report with the following:</p> <p>A) Human Resources:</p> <ul style="list-style-type: none"> - Job analysis: functions, skills, abilities, aptitude, attitude, and job profile - Diagnosis of training needs <p>B) Material resources:</p> <ul style="list-style-type: none"> - Inventories of facilities, equipment, and raw materials: use, handling, usefulness, and probable life. <p>C) Financial Resources:</p> <ul style="list-style-type: none"> - Cost analysis of: production and operation - Basic financial statements: internal controls of the functional areas <p>D) Technical Resources:</p> <ul style="list-style-type: none"> -Software -The establishment's menu -Inventories -Process engineering <p>E) Applicable regulations:</p> <ul style="list-style-type: none"> -License and operating permits.

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Capability	Performance Criteria
<p>Plan human, material, technical and financial resources considering the diagnosis of resource needs, applicable regulations, strategic planning tools and organizational development, as well as the preparation of budgets and indicators, for the fulfillment of the organization's objectives.</p>	<p>Prepare the planning and integrate a report with the following:</p> <p>A) Organizational philosophy</p> <p>B) Objectives: operational, tactical and strategic.</p> <p>C) Plans and programs of the functional areas: lines of action, contingencies, and critical control points:</p> <ul style="list-style-type: none"> - human resources: induction and training of personnel - Material resources: purchases, supplies, infrastructure, and preventive and corrective maintenance - financial resources: income and expenditure budgets and projections <p>D) Process engineering:</p> <p>I. Operational manuals for kitchen, warehouse, purchasing, customer service area, bar, comptroller's office and administration:</p> <ul style="list-style-type: none"> - Functions, objectives, scope and responsible unit - Organizational structure of the areas - Regulatory framework - Functional areas - Times and movements of the areas - Flow diagrams of the areas: kitchen, warehouse, shopping, dining room, bar, comptroller, and administration - Schedule of activities - Applicable formats - Establish critical control points <p>E) Checklists of functional areas.</p> <p>F) Establish indicators of the functional areas:</p> <ul style="list-style-type: none"> - Production - Performance - Quality

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Capability	Performance Criteria
<p>Evaluate the administration of resources through the analysis of results, evaluation tools and considering the applicable regulations to determine improvement strategies continuous and decision making.</p>	<p>Evaluates resource management and submits a report containing:</p> <p>I. Results:</p> <p>a) Human resources:</p> <ul style="list-style-type: none"> - staff performance evaluation - Compliance with production, performance and quality indicators of the functional areas. - working environment <p>b) Material and technical resources:</p> <ul style="list-style-type: none"> - Functionality and physical condition audit report of the facilities and equipment. <p>c) Financial Resources:</p> <ul style="list-style-type: none"> - Basic financial statements <p>d) Regulations</p> <ul style="list-style-type: none"> - compliance with applicable regulations <p>II. Proposal for improvement: preventive and corrective actions</p>

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