



Subject card

Subject name and code	Quality Management, PG_00048338						
Field of study	Transport and Logistics, Transport and Logistics						
Date of commencement of studies	October 2020	Academic year of realisation of subject			2022/2023		
Education level	first-cycle studies	Subject group					
Mode of study	Full-time studies	Mode of delivery			at the university		
Year of study	3	Language of instruction			Polish		
Semester of study	5	ECTS credits			4.0		
Learning profile	general academic profile	Assessment form			assessment		
Conducting unit	Institute of Ocean Engineering and Ship Technology -> Faculty of Mechanical Engineering and Ship Technology						
Name and surname of lecturer (lecturers)	Subject supervisor	dr Anna Dembicka					
	Teachers	dr Anna Dembicka mgr inż. Paweł Szalewski					
Lesson types and methods of instruction	Lesson type	Lecture	Tutorial	Laboratory	Project	Seminar	SUM
	Number of study hours	15.0	0.0	0.0	30.0	0.0	45
	E-learning hours included: 0.0						
	Zarządzanie jakością, P, TiL, sem.05, zimowy 22/23 - Moodle ID: 26167 https://enauczanie.pg.edu.pl/moodle/course/view.php?id=26167 Zarządzanie jakością, (W), TiL, sem. 05, zimowy, 22/23 - Moodle ID: 26769 https://enauczanie.pg.edu.pl/moodle/course/view.php?id=26769						
Learning activity and number of study hours	Learning activity	Participation in didactic classes included in study plan	Participation in consultation hours	Self-study	SUM		
	Number of study hours	45	5.0	45.0	95		
Subject objectives	Understanding the principles of quality management						
Learning outcomes	Course outcome	Subject outcome			Method of verification		
	[K6_W07] has a general knowledge on humanities, social and economical sciences. Knows the rules of creating the forms of personal entrepreneurship and economic activity, has knowledge on the protection of intellectual property rights and industrial property rights and copyrights	The student correctly selects the issues to solve the task, decides the importance of individual problems in the scale of the entire task			[SW1] Assessment of factual knowledge		
	[K6_U07] applies knowledge on humanities, social and economical science in solving problems	Student posiada umiejętność łączenia oderwanych informacji o faktach historycznych na tle rozwiązywanego problemu			[SU3] Assessment of ability to use knowledge gained from the subject		

Subject contents	<p>LECTURE: Definition of quality. Development of quality management. Principles and methods of quality management: Lean concept, Kaizen concept, 5W2H, 5S, JiT, Poka Yoke, QFD method (quality function development), Kano model, Taguchi method. Quality management tools (Ishikawa diagram, relationship diagram, Pareto diagram). ISO 9001 standard. ISO 9001: 2015 Standards for management systems. Quality documentation - the structure of the Quality Management System documentation (Quality Policy, Quality Objectives, Quality Book, Procedures / Instructions, Quality Records). Model of the Quality Management System. Planning, design and implementation of the QMS. Audit as a tool for improving the QMS. Process management and quality (process management in the concepts of quality management classics, process approach and TQM, processes in the ISO 9001 standard, process management in modern management concepts). Integrated management systems. The cost of quality. PROJECT: Implementation of a project consisting in: developing a Quality Policy, Quality Objectives, Organizational Scheme, Scheme of connections between processes, Process cards, System quality books, Procedures, Instructions, Forms, Project presentation.</p>		
Prerequisites and co-requisites	Basic knowledge of economics and management		
Assessment methods and criteria	Subject passing criteria	Passing threshold	Percentage of the final grade
	lecture	60.0%	50.0%
	project	50.0%	50.0%
Recommended reading	Basic literature	<p>M. Urbaniak, Zarządzanie jakością, Difin, Warszawa 2004.</p> <p>A. Hamrol, Zarządzanie i inżynieria jakości, PWN, Warszawa 2017.</p> <p>J. M. Myszewski, Po prostu jakość. Podręcznik zarządzania jakością, Wydawnictwo WSPiZ, Warszawa 2005.</p> <p>M. Ćwiklicki, Przewodnik po metodzie QFD, Poltext, Warszawa 2017.</p>	
	Supplementary literature	<p>Norma ISO 9000:2015 Systemy Zarządzania Jakością Podstawy i terminologia</p> <p>Norma ISO 9001:2015 Systemy Zarządzania Jakością Wymagania</p> <p>Norma ISO 9004:2009 - Systemy Zarządzania Jakością Zarządzanie ukierunkowane na trwały sukces organizacji</p> <p>Norma ISO 19011:2018 Wytyczne dotyczące auditowania systemów zarządzania</p>	
	eResources addresses		
Example issues/ example questions/ tasks being completed	quality costs, principles, methods and tools of quality management, quality management, quality planning, quality control, quality assurance, quality improvement		
Work placement	Not applicable		