



## Subject card

Subject name and code	Quality Management, PG_00049707						
Field of study	Management						
Date of commencement of studies	October 2021		Academic year of realisation of subject			2023/2024	
Education level	first-cycle studies		Subject group			Obligatory subject group in the field of study Subject group related to scientific research in the field of study	
Mode of study	Full-time studies		Mode of delivery			at the university	
Year of study	3		Language of instruction			English	
Semester of study	5		ECTS credits			3.0	
Learning profile	general academic profile		Assessment form			exam	
Conducting unit	Katedra Inżynierii Zarządzania i Jakości -> Faculty of Management and Economics						
Name and surname of lecturer (lecturers)	Subject supervisor		dr hab. inż. Piotr Grudowski				
	Teachers		dr inż. Ewa Marjańska dr hab. inż. Piotr Grudowski				
Lesson types and methods of instruction	Lesson type	Lecture	Tutorial	Laboratory	Project	Seminar	SUM
	Number of study hours	30.0	0.0	0.0	0.0	0.0	30
	E-learning hours included: 0.0						
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	30		6.0		39.0	75
Subject objectives	Learning the basics of the QM and showing the practical applications of the principles in companies.						

Learning outcomes	Course outcome	Subject outcome	Method of verification
	[K6_U12] analyses, evaluates and selects various managerial solutions in decision-making processes, taking into account pro-quality and pro-environmental aspects	Student distinguishes and accepts principles of TQM in various areas of an organization. Enumerates and classifies basic requirements of ISO 9000 series standards. Classifies and subordinates processes of an organization, costs of quality, determines rules of human resources management in quality systems. Knows basic tools of quality problems diagnosing. Knows legal requirements concerning quality in Europe and in the world. Describes procedures of certification and quality labelling.	[SU5] Assessment of ability to present the results of task [SU4] Assessment of ability to use methods and tools [SU1] Assessment of task fulfilment
	[K6_K03] identifies problems related to undertaking various tasks in the changing conditions of the organisation's functioning	A student identifies the problems associated with taking action to ensure and improve quality in the changing conditions of the functioning of an organization.	[SK2] Assessment of progress of work [SK4] Assessment of communication skills, including language correctness
	[K6_U06] predicts phenomena and processes in the organization, taking into account social aspects	A student predicts phenomena and processes of an organization taking into account the impact of the human factor on the quality of products of the organization	[SU3] Assessment of ability to use knowledge gained from the subject [SU2] Assessment of ability to analyse information [SU1] Assessment of task fulfilment
	[K6_W09] knows the basic conditions concerning norms and standards covering particular areas of the organization's functioning, taking into account cultural norms	A student knows and defines basic terms and principles of quality management.	[SW2] Assessment of knowledge contained in presentation [SW1] Assessment of factual knowledge
Subject contents	Quality - its definitions and aspects. Other basic terms related to quality management. TQM as the basis for management systems. Models of excellence as the a assessment tool. Legal aspects of product quality QMS according to ISO 9001. Structure. Requirements Process orientation in management systems Basic tools of process assessment and improvement Costs of quality Other normative management systems (environment, OHS, ....). Integration of management systems		
Prerequisites and co-requisites	No initial requirements		
Assessment methods and criteria	Subject passing criteria	Passing threshold	Percentage of the final grade
	Written exam	60.0%	60.0%
	Presentation	60.0%	40.0%
Recommended reading	Basic literature	Lectures notes, Powerpoint presentations available for students in electronic version  Beckford John, Quality Management: Reconsidered for the Digital Economy, Taylor & Francis, 2022  Deming E.W.: Out of the crisis. Cambridge: Massachusetts Institute of Technology 1982.	
	Supplementary literature	Blokdyk Gerardus Quality Management a Complete Guide - 2019 Edition, Emereo Pty Limited, 2018  Defeo, J.A. and Juran, J.M., Juran's Quality Handbook: The Complete Guide to Performance Excellence, McGraw-Hill Education, 2010	
	eResources addresses	Adresy na platformie eNauczanie: Quality Management 2020/2021 - Moodle ID: 8823 <a href="https://enauczanie.pg.edu.pl/moodle/course/view.php?id=8823">https://enauczanie.pg.edu.pl/moodle/course/view.php?id=8823</a>	

Example issues/ example questions/ tasks being completed	1. Basic principles of TQM  2. Structure and requirements of normative management systems  3. Developments in QM
Work placement	Not applicable