



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		Department of Quality Management and Commodity Science -> Faculty of Management and Economics						
Name and surname of lecturer (lecturers)		Subject supervisor		dr inż. Ewa Marjańska				
		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_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.		[SK4] Assessment of communication skills, including language correctness [SK2] Assessment of progress of work		
		[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.		[SU1] Assessment of task fulfilment [SU4] Assessment of ability to use methods and tools [SU5] Assessment of ability to present the results of task		
		[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		[SU1] Assessment of task fulfilment [SU2] Assessment of ability to analyse information [SU3] Assessment of ability to use knowledge gained from the subject		
		[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.		[SW1] Assessment of factual knowledge [SW2] Assessment of knowledge contained in presentation		

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
	Presentation	60.0%	40.0%
	Written exam	60.0%	60.0%
Recommended reading	Basic literature	Lectures notes, Powerpoint presentations available for students in electronic version Deming E.W.: Out of the crisis. Cambridge: Massachusetts Institute of Technology 1982.	
	Supplementary literature	Burlton R.: Business process management: Profiting from processes. Indianapolis: Sams 2001. Juran J.M.: Juran "s quality control handbook. New York: McGraw Hill 1988. Schlickman J.: ISO 9001:2000 quality management system design. Artech House Inc. 2003.	
	eResources addresses		
Example issues/ example questions/ tasks being completed	<ol style="list-style-type: none"> 1. Basic principles of TQM 2. Structure and requirements of normative management systems 3. Developments in QM 		
Work placement	Not applicable		