



Subject card

Subject name and code	Total Quality Management, PG_00037911						
Field of study	Management, Management						
Date of commencement of studies	February 2023		Academic year of realisation of subject		2023/2024		
Education level	second-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	2		Language of instruction		Polish		
Semester of study	3		ECTS credits		3.0		
Learning profile	general academic profile		Assessment form		exam		
Conducting unit	Faculty of Management and Economics						
Name and surname of lecturer (lecturers)	Subject supervisor		dr hab. inż. Piotr Grudowski				
	Teachers		Magdalena Laskowska 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	15.0	0.0	0.0	0.0	45
	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	45		5.0		25.0	75
Subject objectives	Presentation and an indication of the practical circumstances of the principles, methods and tools of a total quality management.						
Learning outcomes	Course outcome		Subject outcome		Method of verification		
	[K7_W11] has an in-depth knowledge of the creation, operation and design of management structures and systems and their improvement in the process of achieving objectives		The student has an extensive knowledge in the design, monitoring and improvement system solutions.		[SW1] Assessment of factual knowledge		
	[K7_U06] has a good command of the relevant standards, methods and techniques used in the discipline of management science to solve problems related to the organization's activities		The student uses the methods and techniques enabling the improvement of the organization		[SU2] Assessment of ability to analyse information [SU4] Assessment of ability to use methods and tools		
	[K7_W13] knows the legal aspects and principles of industrial property and copyright protection, as well as the necessity of managing intellectual property resources		The student knows the ethical and legal aspects related to the quality of the product and its relationship with knowledge management.		[SW1] Assessment of factual knowledge		
Subject contents	LECTURES Quality infrastructure. TQM principles in the product life cycle. Excellence models (EFQM, MBNQA) as the basis for organizational self-assessment. The essence and role of process orientation in pro-quality management Tools for designing, assessing and improving quality. Economic aspects of quality. Integration of management systems. Economic aspects of quality. Integration of formalized management systems TUTORIALS Applications of elements of process design, control and improvement methodology. QMS audit preparation according to process approach. Self assessment of an organization basing on ISO 9004. Designing and interpreting of SPC charts. Process capability analysis. Applications of quality costs calculation in management systems.						
Prerequisites and co-requisites	Competencess aquired from the subject of 1st level studies - "Quality management of production"						

Assessment methods and criteria	Subject passing criteria	Passing threshold	Percentage of the final grade
	Written exam	60.0%	70.0%
	active participation in tutorials	70.0%	30.0%
Recommended reading	Basic literature	Grudowski P. Perspektywa jakości w szkolnictwie wyższym. O modelu QualHE, PWE Warszawa 2020. Wiśniewska M., Grudowski P. Kultura jakości, doskonałości i bezpieczeństwa w organizacji; CeDeWu Warszawa 2019. Grudowski P. Jakość, środowisko i bhp w systemach zarządzania. Bydgoszcz: Wydawnictwo OPO-AJG, 2004 Hamrol A. Mantura W. Zarządzanie jakością. Teoria i praktyka. PWN, Warszawa 2005 (również wydania wcześniejsze 2002, 2004) Muhlemann A. P., Oakland J. S., Lockyer K. G.: Zarządzanie. Produkcja i usługi, Wydawnictwo Naukowe PWN, Warszawa 1997.	
	Supplementary literature	Grudowski P. Projektowanie, nadzorowanie i doskonalenie systemu jakości według normy PN-EN ISO 9001:2009 w oparciu o podejście procesowe, ODDK, Gdańsk 2010 Grudowski P., Przybylski W., Siemiątkowski M., Inżynieria jakości w technologii maszyn, Wydawnictwo PG, 2006 Urbaniak M., Zarządzanie jakością. Teoria i praktyka. Difin 2004.	
	eResources addresses	Adresy na platformie eNauczanie: Kompleksowe Zarządzanie Jakością WZiE 23/24 STAC. - Moodle ID: 33753 https://enauczanie.pg.edu.pl/moodle/course/view.php?id=33753	
	Example issues/ example questions/ tasks being completed	The quality management policy. Models of excellence and their criteria. Methods and tools of the QM. Process approach in the QM.	
Work placement	Not applicable		