



Subject card

Subject name and code	Production Quality Management, PG_00037916						
Field of study	Management						
Date of commencement of studies	October 2022	Academic year of realisation of subject			2022/2023		
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	1	Language of instruction			Polish		
Semester of study	1	ECTS credits			3.0		
Learning profile	general academic profile	Assessment form			exam		
Conducting unit	Department of Industrial Management -> Faculty of Management and Economics						
Name and surname of lecturer (lecturers)	Subject supervisor	dr inż. Grzegorz Zieliński					
	Teachers	dr inż. Grzegorz Zieliński					
Lesson types and methods of instruction	Lesson type	Lecture	Tutorial	Laboratory	Project	Seminar	SUM
	Number of study hours	15.0	30.0	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	6.0		24.0		75
Subject objectives	Understanding of quality management basis, quality measurement and improvement tools, as well as basis of normalization and SPC						
Learning outcomes	Course outcome		Subject outcome		Method of verification		
	[K7_U10] uses appropriate methods and techniques to support the decision-making process to solve problems occurring in livestock units		Knows how to use methods and tools to solve quality problems		[SU2] Assessment of ability to analyse information [SU4] Assessment of ability to use methods and tools		
	[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		Has a developed knowledge in quality management projects and quality improvement		[SW3] Assessment of knowledge contained in written work and projects		
Subject contents	LECTURES Quality definitions; Quality management development; Products and services quality; Quality determinants and its importance level; CSI and ESI index; QFD method and house of quality; Classical seven tools of quality; New seven tools of quality; ISO 9000 as the normalization example; Environment management system ISO 14000; ISO 18000; HACCP and ISO 22000; Quality management conceptions of E. Deming, J. Juran and Ph. Crosby; Excellence Models; Costs of Quality. TUTORIALS Products and services characteristics identification; Determinants examples of the products and services; Counting of the customer and employee satisfaction level with CSI and ESI index using; House of the quality building; Using of the cause and effects tools; Using of the seven classic quality tools; Using of the seven new quality tools; Group methods of the problems solving; Creating of the quality politics; Quality documents in normalization; Environment politics; Statistical methods of quality; Control charts; Counting of the Cp and Cpk indexes; Deming, Crosby and Juran quality thesis; Excellence Models Criteria; Counting of the quality costs.						
Prerequisites and co-requisites	No requirements						
Assessment methods and criteria	Subject passing criteria		Passing threshold		Percentage of the final grade		
	Written exam		60.0%		50.0%		
	Midterm colloquium		60.0%		20.0%		
	Practical exercise		60.0%		30.0%		

Recommended reading	Basic literature	Dahlgaard J., Kristensen K., Kanji G., Podstawy zarządzania jakością, Wyd. PWN, Warszawa 2002. Lock D., Podręcznik zarządzania jakością, Wyd. PWN, Warszawa 2002; Łuczak J., Matuszak- Flejszman A., Metody i techniki zarządzania jakością. Kompendium wiedzy Wyd. Quality Progress Poznań 2007
	Supplementary literature	Hamrol A., Zarządzanie jakością z przykładami, Wyd PWN, Warszawa 2005; Urbaniak M., Zarządzanie jakością. Teoria i praktyka, Wyd. Difin, Warszawa 2005
	eResources addresses	Adresy na platformie eNauczenie: Zarządzanie jakością produkcji ZIMA 2022/2023 -MSU I sem - Moodle ID: 26822 https://enauczanie.pg.edu.pl/moodle/course/view.php?id=26822
Example issues/ example questions/ tasks being completed	<p>1 - Describe "House of quality"</p> <p>2 - Describe control card - type X</p> <p>3 - Describe control card - type R</p> <p>4 - Calculate Cp and Cpk index</p> <p>5 - Describe FMEA method</p> <p>6 - Describe Kaizen conception</p>	
Work placement	Not applicable	