



Subject card

Subject name and code	TOTAL QUALITY MANAGEMENT, PG_00049585						
Field of study	Management						
Date of commencement of studies	October 2022	Academic year of realisation of subject			2023/2024		
Education level	second-cycle studies	Subject group			Optional subject group 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			English		
Semester of study	3	ECTS credits			2.0		
Learning profile	general academic profile	Assessment form			assessment		
Conducting unit	Faculty of Management and Economics						
Name and surname of lecturer (lecturers)	Subject supervisor	dr inż. Ewa Marjańska					
	Teachers	dr inż. Ewa Marjańska					
Lesson types and methods of instruction	Lesson type	Lecture	Tutorial	Laboratory	Project	Seminar	SUM
	Number of study hours	15.0	15.0	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		4.0		16.0	50
Subject objectives	TQM is a holistic approach to all questions a manager has to deal with. Regardless if customer satisfaction and loyalty or a complaint management system is concerned or the focus is on Kaizen or Six Sigma the ability to understand and apply those techniques is essential for any successful manager, regardless if you work as an engineer or as a marketing assistant.						

Learning outcomes	Course outcome	Subject outcome	Method of verification
	[K7_U02] analyses complex economic processes and phenomena using selected methods and techniques for analysing socio-economic data, and formulates their own opinions and conclusions concerning these processes and phenomena	After analyzing the situation in the organization, student is planning activities in the field of Total Quality Management.	[SU3] Assessment of ability to use knowledge gained from the subject
	[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	Students learn to think about TQM in a holistic way. They are able to analyse a given situation, looking for alternatives and presenting a final solution to matters that are part of TQM (Benchmarking, Kaizen or Customer Satisfaction, ISO 14001 etc).	[SU1] Assessment of task fulfilment
	[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 is aware of the uncertainty of the organization environment and the need to update his knowledge in the field of quality management.	[SW2] Assessment of knowledge contained in presentation
	[K7_W02] has an in-depth knowledge of classical and modern management concepts and their application in the management of modern organizations of various types	Has knowledge about the impact of quality activities on the financial situation of the organization.	[SW2] Assessment of knowledge contained in presentation
[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 has knowledge of the possible applications of the TQM methodology in any organization, including SMEs.	[SW3] Assessment of knowledge contained in written work and projects	
Subject contents	<ol style="list-style-type: none"> 1. Team building, team effectiveness models, common values 2. 8 rules of TQM 3. Process and system approach 4. Deming's System of Profound Knowledge, Red Bead Game 5. 7 Basic Tools of TQM 6. Leadership and Total Employee Participation 7. Problem solving tools 8. Quality Action Plans, PDCA 9. Lean and Six Sigma Approaches 		
Prerequisites and co-requisites			
Assessment methods and criteria	Subject passing criteria	Passing threshold	Percentage of the final grade
	5 tasks during lectures and exercises	60.0%	20.0%
	Final report	60.0%	50.0%
	5 creative tasks	60.0%	30.0%
Recommended reading	Basic literature	Goetsch, D.L., Davis, S.B., Quality Management, 5th ed., New Jersey, 2006 Hoyle, D., Quality Management Essentials, Oxford, 2008 Mohanty, R.P., Lakhe, R.R.: Handbook of Total Quality Management, Mumbai, 2008	
	Supplementary literature	Rothlauf J., Total Quality Management in Theorie und Praxis, 3. Aufl., München/Wien, 2010	

	eResources addresses	Adresy na platformie eNauczenie: TOTAL QUALITY MANAGEMENT 23/24 - Moodle ID: 32790 https://enauczanie.pg.edu.pl/moodle/course/view.php?id=32790
Example issues/ example questions/ tasks being completed	PDCA, System of Profound Knowledge, 7 Tools of TQM, ISO 9000 serie, Lean, Six Sigma	
Work placement	Not applicable	