



## Subject card

Subject name and code	Production Quality Management, PG_00037983						
Field of study	Management						
Date of commencement of studies	February 2023		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	Part-time studies (on-line)		Mode of delivery		blended-learning		
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 mgr Anna Wendt				
Lesson types and methods of instruction	Lesson type	Lecture	Tutorial	Laboratory	Project	Seminar	SUM
	Number of study hours	8.0	16.0	0.0	0.0	0.0	24
	E-learning hours included: 18.0						
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	24		6.0		45.0	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_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		
	[K7_U10] uses appropriate methods and techniques to support the decision-making process to solve problems occurring in livestock units		Knows how to use quality methods to solve quality problems		[SU1] Assessment of task fulfilment [SU2] Assessment of ability to analyse information		
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; Clasical 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		
	Midterm colloquium		60.0%		20.0%		
	Written exam		60.0%		50.0%		
	Practical exercise		60.0%		30.0%		

Recommended reading	Basic literature	Dahlgaard J., Kristensen K., Kanji G., Podstawy zarządzania jakością, Wyd. PWN, Warszawa 2002. Urbaniak M., Zarządzanie jakością. Teoria i praktyka, Wyd. Difin, Warszawa 2005 Lock D., Podręcznik zarządzania jakością, Wyd. PWN, Warszawa 2002
	Supplementary literature	Hamrol A., Zarządzanie jakością z przykładami, Wyd PWN, Warszawa 2005
	eResources addresses	Adresy na platformie eNauczanie: Zarządzanie jakością produkcji MSU online LATO 2023 ZAOCZNE - Moodle ID: 29197 <a href="https://enauczanie.pg.edu.pl/moodle/course/view.php?id=29197">https://enauczanie.pg.edu.pl/moodle/course/view.php?id=29197</a>
Example issues/ example questions/ tasks being completed	1 - Describe "House of quality"  2 - Describe control card - type X  3 - Describe control card - type R  4 - Calculate Cp and Cpk index  5 - Describe Kaizen conception	
Work placement	Not applicable	