



## Subject card

|   |   |  |   |                                     |  |            |     |
|---|---|--|---|-------------------------------------|--|------------|-----|
| Subject name and code                       | Total Quality Management, PG_00037978   |  |   |                                     |  |            |     |
| Field of study                              | Management, Management  |  |   |                                     |  |            |     |
| Date of commencement of studies             | February 2023   |  | Academic year of realisation of subject   |                                     | 2024/2025  |            |     |
| Education level                             | second-cycle studies  |  | Subject group   |                                     | Obligatory subject group in the field of study<br>Subject group related to scientific research in the field of study |            |     |
| Mode of study                               | Part-time studies (on-line)   |  | Mode of delivery  |                                     | at the university  |            |     |
| Year of study                               | 2   |  | Language of instruction   |                                     | Polish   |            |     |
| Semester of study                           | 4   |  | 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  |  |   |                                     |  |            |     |
|   | Teachers  |  |   |                                     |  |            |     |
| Lesson types and methods of instruction     | Lesson type   | Lecture  | Tutorial  | Laboratory                          | Project  | Seminar    | SUM |
|   | Number of study hours   | 16.0   | 8.0   | 0.0                                 | 0.0  | 0.0        | 24  |
|   | 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   | 24   |   | 5.0                                 |  | 46.0       | 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_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  |            |     |
|   | [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<br>[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  |  | The student has an extensive knowledge in the design, monitoring and improvement system solutions.                                    |                                     | [SW1] Assessment of factual knowledge  |            |     |
| Subject contents                            | LECTURES Principles of TQM in a product lifecycle. Models of Excellence as the basis for self assessment of an organization. The essence and the role of the process orientation in quality management Process design, control and improvement methodology in quality management systems. Audit- planning and conducting. Improvement cycle in ISO 9001 model elements. ISO 9004 standard. Tools for designing, assessment and improvement of quality. 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  |            |     |
|   | active participation in tutorials   |  | 70.0%   |                                     | 30.0%  |            |     |
|   | Written exam  |  | 60.0%   |                                     | 70.0%  |            |     |

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| Recommended reading  | Basic literature   | <p>Grudowski P., Wi niewska M.: Kultura jako ci, doskonało ci i bezpiecze stwa w organizacji. Warszawa: CeDeWu, 2019.244 s. ISBN 9978-83-8102-276-7</p> <p>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. 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.</p> |
|  | Supplementary literature   | <p>Grudowski P., Przybylski W., Siemiątkowski M., Inżynieria jakości w technologii maszyn, Wydawnictwo PG, 2006</p> <p>Urbaniak M., Zarządzanie jakością. Teoria i praktyka. Difin 2004.</p>  |
|  | eResources addresses   | Adresy na platformie eNauczanie:  |
| Example issues/<br>example questions/<br>tasks being completed | <p>The quality management policy. Models of excellence and their criteria.</p> <p>Methods and tools of the QM. Process approach in the QM.</p> |   |
| Work placement   | Not applicable   |   |