



Subject card

|   |   |  |                                     |            |  |         |     |
|---|---|--|-------------------------------------|------------|--|---------|-----|
| Subject name and code                       | TOTAL QUALITY MANAGEMENT, PG_00060955   |  |                                     |            |  |         |     |
| Field of study                              | Management, Management  |  |                                     |            |  |         |     |
| Date of commencement of studies             | February 2024   | 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                               | 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                             | Department of Management Engineering and Quality -> Faculty of Management and Economics   |  |                                     |            |  |         |     |
| Name and surname of lecturer (lecturers)    | Subject supervisor  | dr hab. inż. Piotr Grudowski   |                                     |            |  |         |     |
|   | Teachers  | mgr Anna Wendt<br>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                          | Designs comprehensive quality assurance systems using in-depth modern methodologies for designing, supervising and improving processes  |  |                                     |            |  |         |     |
| Learning outcomes                           | Course outcome  | Subject outcome  |                                     |            | Method of verification   |         |     |
|   | [K7_W02] explains the meaning and interdependence of key components describing management processes, using in-depth knowledge consistent with the main trends in the development of scientific disciplines related to the field of study  | improves the functioning of the organization by explaining the impact and mutual relations of key factors shaping the quality of the organization's management processes |                                     |            | [SW1] Assessment of factual knowledge  |         |     |
|   | [K7_U01] creates innovative solutions to complex and unstructured problems, taking into account the variability of the environment by synthesising information from many sources  | designs innovative technical and organizational solutions related to quality assurance, using information from many sources  |                                     |            | [SU3] Assessment of ability to use knowledge gained from the subject   |         |     |
| Subject contents                            | <p>LECTURE</p> <p>TQM principles in the product life cycle<br/>Models of excellence as the basis for self-assessment of the organization<br/>The essence and role of process orientation in pro-quality management<br/>Audit - planning and conducting<br/>The improvement cycle and the elements of the ISO 9001 model<br/>ISO 9004 standard Tools for designing, assessing and improving quality<br/>Economic aspects of quality<br/>Integration of management systems</p> <p>TUTORIAL</p> <p>Application of elements of the methodology of designing, supervising and improving processes<br/>Preparation of the QMS audit based on the process approach<br/>Self-assessment based on ISO 9004<br/>Designing and interpretation of SPC cards<br/>Quality assessment of processes<br/>The use of elements of quality cost accounting in enterprise management</p> |  |                                     |            |  |         |     |

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| Prerequisites and co-requisites                                |  |  |                               |
| Assessment methods and criteria                                | Subject passing criteria   | Passing threshold  | Percentage of the final grade |
|  | Activity in class  | 70.0%  | 30.0%                         |
|  | Egzam  | 60.0%  | 70.0%                         |
| Recommended reading  | Basic literature   | <p>Grudowski P. Perspektywa jakości w szkolnictwie wyższym. O modelu QualiHE. PWE Warszawa 2020</p> <p>Wiśniewska M., Grudowski P. Kultura jakości, doskonałości i bezpieczeństwa w organizacji; CeDeWu Warszawa 2019</p> <p>Grudowski P. Jakość, środowisko i bhp w systemach zarządzania. Bydgoszcz: Wydawnictwo OPO-AJG, 2004</p> <p>Hamrol A. Mantura W. Zarządzanie jakością. Teoria i praktyka. PWN, Warszawa 2005 (również wydania wcześniejsze 2002, 2004)</p> <p>Muhlemann A. P., Oakland J. S., Lockyer K. G.: Zarządzanie. Produkcja i usługi, Wydawnictwo Naukowe PWN, Warszawa 1997</p> |                               |
|  | Supplementary literature   | <p>Grudowski P. Projektowanie, nadzorowanie i doskonalenie systemu jakości według normy PN-EN ISO 9001:2009 w oparciu o podejście procesowe, ODDK, Gdańsk 2010</p> <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>Quality management principles. Excellence models and their criteria</p> <p>QM methods and tools. Process approach in QM</p> |  |                               |
| Work placement   | Not applicable   |  |                               |

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