



Subject card

Subject name and code	PRODUCTION QUALITY MANAGEMENT, PG_00061339						
Field of study	Engineering Management						
Date of commencement of studies	October 2023	Academic year of realisation of subject			2024/2025		
Education level	first-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	2	Language of instruction			Polish		
Semester of study	4	ECTS credits			4.0		
Learning profile	general academic profile	Assessment form			assessment		
Conducting unit	Department of Management Engineering and Quality -> Faculty of Management and Economics						
Name and surname of lecturer (lecturers)	Subject supervisor	dr inż. Grzegorz Zieliński					
	Teachers	dr inż. Grzegorz Zieliński Magdalena Laskowska					
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	7.0		48.0	100	
Subject objectives	Uses modern methods of designing production quality assurance systems, taking into account economic and environmental criteria						
Learning outcomes	Course outcome	Subject outcome			Method of verification		
	[K6_U05] designs innovative solutions for complex management processes, using appropriate methods and techniques	designs innovative production quality assurance systems based on modern methods			[SU3] Assessment of ability to use knowledge gained from the subject		
	[K6_W07] analyzes in an advanced way management processes in the technical, legal, economic, financial and social context	analyzes production processes using advanced methods in the context of quality assurance, taking into account environmental and economic factors			[SW1] Assessment of factual knowledge		

Subject contents	<p>LECTURE</p> <p>Quality definitions Development of quality management Quality of products and services Quality determinants and their level of importance CSI and ESI index; QFD method and quality house Tools of the classic seven of quality New quality seven tools Normalization on the example of ISO 9000 ISO 14000 Environmental Management System; ISO 18000; HACCP and ISO 22000 Quality management concepts by E. Deming, J. Juran, Ph. Crosby Models of Excellence Quality costs</p> <p>TUTORIAL</p> <p>Identification of features of products and services Examples of quality determinants in products and services Calculation of the level of customer and employee satisfaction using the CSI and ESI indexes Quality cottage construction Use of cause and effect tools The use of the tools of the classic seven of quality The use of tools of the new quality seven Group problem solving methods Creating a quality policy Quality documents in standardization environmental policy Statistical methods in quality Control cards Calculation of the Cp and Cpk indices Deming's quality theses; Juran and Crosby Excellence Model Criteria Calculation of quality costs</p>		
Prerequisites and co-requisites			
Assessment methods and criteria	Subject passing criteria		Passing threshold
	Report		60.0%
	Tests during the semester		50.0%
Recommended reading	Basic literature		Hamrol A., Zarządzanie i inżynieria jakości, Wyd PWN Warszawa 2023
	Supplementary literature		<p>Hamrol A., Zarządzanie jakością z przykładami, Wyd PWN, Warszawa 2005</p> <p>Dahlgaard J., Kristensen K., Kanji G., Podstawy zarządzania jakością, Wyd. PWN, Warszawa 2002</p> <p>Urbaniak M., Zarządzanie jakością. Teoria i praktyka, Wyd. Difin, Warszawa 2005</p> <p>Lock D., Podręcznik zarządzania jakością, Wyd. PWN, Warszawa 2002</p>
	eResources addresses		<p>Adresy na platformie eNauczenie:</p> <p>Zarządzanie jakością produkcji lato 2025 - ZI Dzielne - Moodle ID: 43266</p> <p>https://enauczenie.pg.edu.pl/moodle/course/view.php?id=43266</p>
Example issues/ example questions/ tasks being completed	<p>Discuss the construction of the "Quality House"</p> <p>Discuss the construction of the type X control card</p> <p>Discuss the construction of an R-type control card</p> <p>Calculate the Cp and Cpk index</p> <p>Discuss the concept of Kaizen</p>		
Work placement	Not applicable		

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