



## Subject card

|   |  |  |  |                                     |  |            |     |
|---|--|--|--|-------------------------------------|--|------------|-----|
| Subject name and code                       | ESSENTIALS OF SYSTEMIC QUALITY MANAGEMENT, PG_00061876   |  |  |                                     |  |            |     |
| Field of study                              | Engineering Management   |  |  |                                     |  |            |     |
| Date of commencement of studies             | October 2023   |  | Academic year of realisation of subject  |                                     | 2025/2026  |            |     |
| Education level                             | first-cycle studies  |  | Subject group  |                                     | Optional subject group<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                               | 3  |  | Language of instruction  |                                     | Polish   |            |     |
| Semester of study                           | 6  |  | ECTS credits   |                                     | 4.0  |            |     |
| Learning profile                            | general academic profile   |  | Assessment form  |                                     | exam   |            |     |
| Conducting unit                             | Department Of Management Engineering And Quality -> Faculty Of Management And Economics -> Wydziały Politechniki Gdańskiej   |  |  |                                     |  |            |     |
| Name and surname of lecturer (lecturers)    | Subject supervisor   |  | dr Mateusz Muchlado  |                                     |  |            |     |
|   | Teachers   |  | dr Mateusz Muchlado  |                                     |  |            |     |
| Lesson types and methods of instruction     | Lesson type  | Lecture  | Tutorial   | Laboratory                          | Project  | Seminar    | SUM |
|   | Number of study hours  | 16.0   | 0.0  | 8.0                                 | 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   |  | 8.0                                 |  | 68.0       | 100 |
| Subject objectives                          | Identifies and uses the requirements of system quality management standards in decision-making processes   |  |  |                                     |  |            |     |
| Learning outcomes                           | Course outcome   |  | Subject outcome  |                                     | Method of verification   |            |     |
|   | [K6_K01] demonstrates awareness of legal, ethical and cultural diversity issues by making socially responsible decisions   |  | makes responsible decisions taking into account the requirements of system quality, safety and environmental management standards        |                                     | [SK5] Assessment of ability to solve problems that arise in practice                         |            |     |
|   | [K6_W01] identifies the determinants of the processes taking place in the analyzed systems and selects methods to solve them using the accumulated knowledge, taking into account the mutual relations between the analyzed phenomena  |  | identifies key aspects of systemic management, using them to select appropriate methods and techniques for process improvement           |                                     | [SW1] Assessment of factual knowledge  |            |     |
| Subject contents                            | Normative Management Systems of the ISO series<br>The context of the organization in ISO Management Systems<br>Leadership its role in ISO Management Systems<br>Requirements for planning in ISO Management Systems<br>Supporting the organization's resources in the context of ISO 9001<br>Setting requirements for products and services in the organization<br>Planning and designing development in the context of ISO 9001<br>Audit is a process improvement tool in the context of ISO management systems<br>Improving processes, products and services |  |  |                                     |  |            |     |
| Prerequisites and co-requisites             |  |  |  |                                     |  |            |     |
| Assessment methods and criteria             | Subject passing criteria   |  | Passing threshold  |                                     | Percentage of the final grade  |            |     |
|   | Tests during the semester  |  | 60.0%  |                                     | 50.0%  |            |     |
|   | Laboratory   |  | 60.0%  |                                     | 50.0%  |            |     |
| Recommended reading                         | Basic literature   |  | Grudowski P. Projektowanie, nadzorowanie i doskonalenie systemu jakości według normy PN-EN ISO 9001:2009 w oparciu o podejście procesowe |                                     |  |            |     |

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|  | Supplementary literature   | ISO 9001 - tekst normy<br>ISO 14001 - tekst normy<br>ISO 450001 - tekst normy<br>ISO 27001 - tekst norm |
|  | eResources addresses   | Adresy na platformie eNauczanie:  |
| Example issues/<br>example questions/<br>tasks being completed | Interpret the concept of organizational context and provide methods of its identification<br>Identify the risks and opportunities associated with the customer service process<br>What principles is ISO 9001 based on?<br>What normative management system is responsible for information security management?<br>Schedule an internal audit in the company in accordance with the requirements of the standard |   |
| Work placement   | Not applicable   |   |

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