



## Subject card

Subject name and code	OPERATIONAL MANAGEMENT, PG_00067660						
Field of study	Management						
Date of commencement of studies	October 2025		Academic year of realisation of subject		2025/2026		
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	Full-time studies		Mode of delivery		at the university		
Year of study	1		Language of instruction		Polish		
Semester of study	1		ECTS credits		6.0		
Learning profile	general academic profile		Assessment form		exam		
Conducting unit	Department Of Management Engineering And Quality -> Faculty Of Management And Economics -> Wydział Politechniki Gdańskiej						
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	30.0	45.0	0.0	0.0	0.0	75
	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	75		5.0		70.0	150
Subject objectives	Explains the rules for the implementation of production processes in the context of ensuring their efficiency and quality						
Learning outcomes	Course outcome		Subject outcome		Method of verification		
	[K7_U02] presents logical and well-founded arguments regarding obtained results through the analysis and synthesis of information in various business contexts, critically evaluating their interpretation.		is able to responsibly interpret operational analysis results, formulate logical and well-justified conclusions, and critically evaluate their significance in various business contexts		[SU5] Assessment of ability to present the results of task		
	[K7_W01] "demonstrates in-depth knowledge and understanding of contemporary management problems, and selects methods for resolving them while taking into account the complex interrelationships among the phenomena being analyzed.		has in-depth knowledge of contemporary operational management issues and understands the interdependencies between processes, resources, and the organizational environment		[SW1] Assessment of factual knowledge		

Subject contents	<b>Production management</b> Introduction to production management Historical view. Trends Operational strategy as a competitive tool Objectives and measures of operational activities. Productivity The structure of the production system. Structure, types and forms of organization of production Methodology of designing production systems Organization of the production process Continuous improvement and reengineering of processes Production planning and control Demand forecasting Coordination of demand and production Supplies management Material Requirements Planning (MRP) method Changing the principles of production management in the conditions of using information technology: MRP II, CIM and BPR The concept of JIT and Lean Manufacturing Kanban flow control system Human resource management in production systems <b>Quality management</b> LECTURE 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 TUTORIAL 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		
Prerequisites and co-requisites			
Assessment methods and criteria	Subject passing criteria	Passing threshold	Percentage of the final grade
	Exam	60.0%	50.0%
	Project	60.0%	50.0%
Recommended reading	Basic literature	Waters D.: Zarządzanie operacyjne. PWN, 2001 Durlik I.: Inżynieria zarządzania. Strategia i projektowanie systemów produkcyjnych, część I i II, Placet, Warszawa 1995 i 1996 Dahlggaard J., Kristensen K., Kanji G., Podstawy zarządzania jakością, Wyd. PWN, Warszawa 2002 Lock D., Podręcznik zarządzania jakością, Wyd. PWN, Warszawa 2002 Łuczak J., Matuszak- Flejszman A., Metody i techniki zarządzania jakością. Kompendium wiedzy Wyd. Quality Progress Poznań 2007	
	Supplementary literature	Jasiński Z.: Podstawy zarządzania operacyjnego, Oficyna Ekonomiczna, Kraków, 2005 Muhlemann A.P., Oakland J.S., Lockyer K.G.: Zarządzanie. Produkcja i usługi. PWN Warszawa 1995 Krajewski L.J., Ritzman L.P.: Operations Management: Strategy and Analysis. 4th Edidion, Addison-Wesley Publishing Company, 1996 Hamrol A., Zarządzanie jakością z przykładami, Wyd PWN, Warszawa 2005; Urbaniak M., Zarządzanie jakością. Teoria i praktyka, Wyd. Difin, Warszawa 2005	
	eResources addresses	Adresy na platformie eNauczanie:	
Example issues/ example questions/ tasks being completed	Operational strategy as a competitive tool Prioritize competing in quality, productivity and time The main objectives and criteria for evaluating enterprises Structure, types and forms of organization of production Organization of the production proces Continuous improvement and reengineering of processes Coordination of demand and production		

Work placement	Not applicable
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