



Subject card

Subject name and code	TOTAL QUALITY MANAGEMENT, PG_00067749						
Field of study	Management, Management						
Date of commencement of studies	October 2026	Academic year of realisation of subject		2027/2028			
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	Part-time studies (on-line)	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 -> 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	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		3.0		48.0	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] understands the significance and interrelationships of key components describing economic processes, drawing on in-depth knowledge aligned with major developmental trends in scientific disciplines related to the field of studies.		knows the interrelations of key management factors and uses this knowledge to improve organizational performance		[SW1] Assessment of factual knowledge		
	[K7_U01] creates innovative solutions for complex and unstructured processes, considering unpredictable environmental conditions through the synthesis of information from various sources.		is able to design innovative technical and organizational solutions related to quality assurance, using information from multiple sources		[SU3] Assessment of ability to use knowledge gained from the subject		
Subject contents	LECTURE TQM principles in the product life cycle Models of excellence as the basis for self-assessment of the organization The essence and role of process orientation in pro-quality management Audit - planning and conducting The improvement cycle and the elements of the ISO 9001 model ISO 9004 standard Tools for designing, assessing and improving quality Economic aspects of quality Integration of management systems TUTORIAL Application of elements of the methodology of designing, supervising and improving processes Preparation of the QMS audit based on the process approach Self-assessment based on ISO 9004 Designing and interpretation of SPC cards Quality assessment of processes The use of elements of quality cost accounting in enterprise management						
Prerequisites and co-requisites							

Assessment methods and criteria	Subject passing criteria	Passing threshold	Percentage of the final grade
	Egzam	60.0%	70.0%
	Activity in class	70.0%	30.0%
Recommended reading	Basic literature	Grudowski P. Perspektywa jakości w szkolnictwie wyższym. O modelu QualHE. PWE Warszawa 2020 Wiśniewska M., Grudowski P. Kultura jakości, doskonałości i bezpieczeństwa w organizacji; CeDeWu Warszawa 2019 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	
	Supplementary literature	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., Przybylski W., Siemiątkowski M., Inżynieria jakości w technologii maszyn, Wydawnictwo PG, 2006 Urbaniak M., Zarządzanie jakością. Teoria i praktyka. Difin 2004	
	eResources addresses	Adresy na platformie eNauczanie:	
	Example issues/ example questions/ tasks being completed	Quality management principles. Excellence models and their criteria QM methods and tools. Process approach in QM	
Work placement	Not applicable		

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