



Subject card

Subject name and code	SYSTEMIC QUALITY MANAGEMENT, PG_00070707						
Field of study							
Date of commencement of studies	October 2026	Academic year of realisation of subject			2028/2029		
Education level	first-cycle studies	Subject group			Optional subject group 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	3	Language of instruction			English		
Semester of study	6	ECTS credits			4.0		
Learning profile	general academic profile	Assessment form			exam		
Conducting unit	Faculty of Management and Economics -> Faculties of Gdańsk University of Technology						
Name and surname of lecturer (lecturers)	Subject supervisor		dr Mateusz Muchlado				
	Teachers						
Lesson types	Lesson type	Lecture	Tutorial	Laboratory	Project	Seminar	SUM
	Number of study hours	15.0	0.0	0.0	30.0	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	3.0		52.0	100	
Subject objectives	Preparing students to design and implement documentation for a quality management system (QMS) based on knowledge of normative management systems and organizational processes, as well as fostering attitudes related to responsibility, independence, and cooperation in the context of process improvement.						
Learning outcomes	Course outcome		Subject outcome		Method of verification		
	[K6_W01] understands and comprehends the conditions of processes occurring in the analyzed systems at an advanced level and selects appropriate methods for their solution, taking into account the complex relationships between the analyzed phenomena.		knows and understands processes within quality management systems and their interrelationships within organisational structures, and is able to justify the selection of methods and tools used in designing and implementing QMS documentation.		[SW3] Assessment of knowledge contained in written work and projects		
	[K6_U06] acquires specialized knowledge in the field of engineering management, demonstrating the ability to effectively plan individual work and pursue lifelong learning.		is able to independently acquire and organise knowledge related to normative quality management systems and to plan their work when developing system documentation, taking into account organisational processes and standard requirements		[SU4] Assessment of ability to use methods and tools [SU5] Assessment of ability to present the results of task [SU1] Assessment of task fulfilment		
	[K6_K03] is prepared to critically assess the knowledge they possess, which is necessary for solving cognitive and practical problems, and to supplement any gaps with opinions from external experts.		is ready to critically assess proposed quality management solutions, confronting their own work with standard requirements, best practices, and expert opinions, and to improve these solutions through collaborative work.		[SK3] Assessment of ability to organize work [SK4] Assessment of communication skills, including language correctness		

Subject contents	<p>Course content – lecture</p> <ol style="list-style-type: none"> 1. Normative Management Systems of the ISO series; 2. The context of the organization in ISO Management Systems; 3. Leadership - its role in ISO Management Systems; 4. Planning requirements in ISO Management Systems; 5. Supporting the resources of the organization in the context of ISO 9001; 6. Determining the requirements for products and services in the organization; 7. Planning and design of development in the context of ISO 9001; 8. Audit - a process improvement tool in the context of ISO management systems; 9. Improving processes, products and services. 			
	<p>Course content – project</p> <ol style="list-style-type: none"> 1. Normative Management Systems of the ISO series; 2. The context of the organization in ISO Management Systems; 3. Leadership - its role in ISO Management Systems; 4. Planning requirements in ISO Management Systems; 5. Supporting the resources of the organization in the context of ISO 9001; 6. Determining the requirements for products and services in the organization; 7. Planning and design of development in the context of ISO 9001; 8. Audit - a process improvement tool in the context of ISO management systems; 9. Improving processes, products and services. 			
Prerequisites and co-requisites	Basic knowledge of methods and tools used to design and improve processes.			
Assessment methods and criteria		Subject passing criteria	Passing threshold	Percentage of the final grade
		Problem-based test with open-ended and closed-ended questions	60.0%	40.0%
		Practical assignments – project of QMS elements.	60.0%	60.0%
Recommended reading	Basic literature	<ol style="list-style-type: none"> 1. Materials from the lecture placed on the e-learning platform 2. Grudowski P. Designing, supervising and improving the quality system according to the PN-EN ISO 9001: 2009 standard based on a process approach 		
	Supplementary literature	<ol style="list-style-type: none"> 1. ISO 9001 - the text of the standard 2. ISO 14001 - the text of the standard 3. ISO 450001 - the text of the standard 4. ISO 27001 - the text of the standard 		
	eResources addresses			
Example issues/ example questions/ tasks being completed	<ul style="list-style-type: none"> • Interpret the concept of the organization's context and provide methods of its identification • Identify the risks and opportunities associated with the customer service process • On what principles is ISO 9001 based? • What normative management system is responsible for information security management? • Plan an internal audit in the company in accordance with the requirements of the standard. 			
Practical activities within the subject	Not applicable			

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