



Subject card

Subject name and code	ESSENTIALS OF SYSTEMIC QUALITY MANAGEMENT, PG_00071286						
Field of study	Engineering Management						
Date of commencement of studies	October 2022	Academic year of realisation of subject			2025/2026		
Education level	first-cycle studies	Subject group			Optional subject group 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	4	Language of instruction			Polish		
Semester of study	8	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		Magdalena Laskowska				
	Teachers		Magdalena Laskowska				
Lesson types	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		7.0		69.0	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_U08] analyses engineering and managerial solutions in decision-making processes, taking into account pro-quality and pro-environmental aspects, as well as safety of work processes	is able to analyze and implement methods and tools related to quality management systems, applying them to improve organizational processes in accordance with the requirements of Quality Management Systems (QMS).			[SU5] Assessment of ability to present the results of task [SU4] Assessment of ability to use methods and tools [SU1] Assessment of task fulfilment		
	[K6_W13] has a basic knowledge of the design, modelling and optimisation of technical processes and systems	knows and understands the requirements and principles of designing documentation for a quality management system, in the context of normative management systems and organizational processes.			[SW3] Assessment of knowledge contained in written work and projects [SW1] Assessment of factual knowledge		

Subject contents	Course content – lecture		
	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	Course content – laboratory		
	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.		
Assessment methods and criteria	Basic knowledge of methods and tools used to design and improve processes.		
	Subject passing criteria	Passing threshold	Percentage of the final grade
	Problem-based test with open-ended and closed-ended questions	60.0%	40.0%
Recommended reading	Basic literature		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		1. ISO 9001 - the text of the standard
Example issues/ example questions/ tasks being completed			2. ISO 14001 - the text of the standard
			3. ISO 450001 - the text of the standard
			4. ISO 27001 - the text of the standard
Practical activities within the subject	eResources addresses		
	1. Interpret the concept of the organization's context and provide methods of its identification2. Identify the risks and opportunities associated with the customer service process3. On what principles is ISO 9001 based?4. What normative management system is responsible for information security management?5. Plan an internal audit in the company in accordance with the requirements of the standard.		

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