



Subject card

Subject name and code	TOTAL QUALITY MANAGEMENT, PG_00067679						
Field of study	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	Full-time studies	Mode of delivery			at the university		
Year of study	2	Language of instruction			Polish		
Semester of study	4	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 -> Faculties of Gdańsk University of Technology						
Name and surname of lecturer (lecturers)	Subject supervisor						
	Teachers						
Lesson types	Lesson type	Lecture	Tutorial	Laboratory	Project	Seminar	SUM
	Number of study hours	30.0	15.0	0.0	0.0	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	6.0	24.0	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_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		
	[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		
Subject contents	<p>Course content – lecture</p> <p><b>LECTURE</b></p> <p>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</p> <p><b>TUTORIAL</b></p> <p>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</p>						

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	<p>Grudowski P. Perspektywa jakości w szkolnictwie wyższym. O modelu QualHE. PWE Warszawa 2020</p> <p>Wiśniewska M., Grudowski P. Kultura jakości, doskonałości i bezpieczeństwa w organizacji; CeDeWu Warszawa 2019</p> <p>Grudowski P. Jakość, środowisko i bhp w systemach zarządzania. Bydgoszcz: Wydawnictwo OPO-AJG, 2004</p> <p>Hamrol A. Mantura W. Zarządzanie jakością. Teoria i praktyka. PWN, Warszawa 2005 (również wydania wcześniejsze 2002, 2004)</p> <p>Muhlemann A. P., Oakland J. S., Lockyer K. G.: Zarządzanie. Produkcja i usługi, Wydawnictwo Naukowe PWN, Warszawa 1997</p>	
	Supplementary literature	<p>Grudowski P. Projektowanie, nadzorowanie i doskonalenie systemu jakości według normy PN-EN ISO 9001:2009 w oparciu o podejście procesowe, ODDK, Gdańsk 2010</p> <p>Grudowski P., Przybylski W., Siemiątkowski M., Inżynieria jakości w technologii maszyn, Wydawnictwo PG, 2006</p> <p>Urbaniak M., Zarządzanie jakością. Teoria i praktyka. Difin 2004</p>	
	eResources addresses		
Example issues/ example questions/ tasks being completed	Quality management principles. Excellence models and their criteria QM methods and tools. Process approach in QM		
Practical activities within the subject	Not applicable		

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