GDAŃSK UNIVERSITY OF TECHNOLOGY

Subject card

Subject name and code	TOTAL QUALITY MANAGEMENT, PG_00067714		
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	Part-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	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_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

Course content – lecture
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

<table>
<tr><td>Prerequisites and co-requisites</td><td colspan="3"></td></tr>
<tr><td>Assessment methods and criteria</td><td colspan="3"><table>
<tr><th>Subject passing criteria</th><th>Passing threshold</th><th>Percentage of the final grade</th></tr>
<tr><td>Activity in class</td><td>70.0%</td><td>30.0%</td></tr>
<tr><td>Egzam</td><td>60.0%</td><td>70.0%</td></tr>
</table></td></tr>
<tr><td rowspan="3">Recommended reading</td><td>Basic literature</td><td colspan="2">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</td></tr>
<tr><td>Supplementary literature</td><td colspan="2">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</td></tr>
<tr><td>eResources addresses</td><td colspan="2"></td></tr>
<tr><td>Example issues/ example questions/ tasks being completed</td><td colspan="3">Quality management principles. Excellence models and their criteria
QM methods and tools. Process approach in QM</td></tr>
<tr><td>Practical activites within the subject</td><td colspan="3">Not applicable</td></tr>
</table>

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