



DESCRIPTION OF THE OBJECT

FIELD OF STUDY	Management
SPECIALISATION	All
MODE OF STUDY	Full-time studies / Part-time studies
SEMESTER	6

Name of the subject	Quality management	
Hourly dimension of particular forms of classes • lectures • other forms	Full-time studies – 30 Part-time studies - 30	
	Full-time studies – 15 Part-time studies – 15	
	Full-time studies – 15 Part-time studies - 15	
	Full-time studies – 15 Part-time studies - 15	

Learning objectives:	<ul style="list-style-type: none"> – providing knowledge on the essence of quality management in companies – developing the ability to analyse quality problems in the context of implementing the TQM concept – to develop a pro-active attitude towards quality from a macro point of view ("quality as a lifestyle")
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Learning outcomes for the subject			
Number	Learning outcomes, a student who has successfully completed the course will be able to:	Reference of learning outcomes for the programme	The reference to the learning outcomes for the area
EK_W01	characterise the concept of quality management	K_W01	P6S_WG
EK_W02	identify elements of the TQM concept	K_W07 K_W12	P6S_WG P6S_WK
EK_W03	demonstrate knowledge of standardised quality systems in accordance with ISO standards	K_W07 K_W10	P6S_WG
EK_U04	apply knowledge of the principles of implementation of the TQM concept in enterprises	K_U01 K_U02	P6S_UW
EK_U05	characterise the short-term and long-term benefits for enterprises resulting from the implementation of quality management systems	K_U06 K_U07 K_U08	P6S_UW
EK_K06	adopt a pro-innovative attitude and appreciate the importance of quality assurance in company operations	K_K08	P6S_KO

Content number	Educational/ curricular content	Reference to learning
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		outcomes for the subject
	Lectures	
T_01	The concept of quality assurance. The essence of quality. Historical determinants of quality. Interpretation of quality.	EK_W01
T_02	The role of quality in an organisation. The essence of the TQM concept. Principles of implementing the TQM concept in an organisation. TQM and process of changes occurring in an organisation. Forerunners of TQM concept. Quality gurus.	EK_W01 EK_W02
T_03	Systematic approach to quality based on ISO 9000 series standards. European Union requirements concerning quality assurance in business operations. Quality assurance systems according to ISO standards. The role of personnel in the process of implementing management by quality in a company. The role of customer service in building a quality system in a company.	EK_W03 EK_K06

	Exercises	
T_04	The great teachers of quality - a comparison of the concepts of management by objectives and by results to Deming's innovative concept.	EK_W02 EK_U04 EK_K06
T_05	10 Kaizen principles; Deming cycle; deep learning system - analysis and interpretation	EK_U04 EK_U05
T_06	Quality planning / quality control / quality improvement - Joseph Juran's trilogy; quality improvement as a key element of TQM (the 5 walls of the TQM pyramid)	EK_U04 EK_K06
T_07	Ph. Crosby and quality absolutes: the zero defects concept; Quality circles and the Ishikawa diagram; the 5M approach.	EK_W01 EK_W02 EK_U05
T_08	ISO and quality management systems: fundamentals and terminology; guidelines for auditing management systems; quality management in specific economic sectors	EK_W02 EK_W03 EK_U04 EK_K06
T_09	Quality policy; quality book, Pareto analysis;	EK_U04 EK_U05 EK_K06
T_10	TQM principles in relation to the customer (internal and external), TQM principles in relation to the supplier (internal and external) - a comparative analysis	EK_W02 EK_U04 EK_K06

Methods and forms of teaching	Educational and curricular content
Lecture with multimedia presentation of selected issues	
Conversation lecture	
Problem-based lecture	
Informative lecture	T_01 – T_03
Discussion	

Working with text	
Case study method	
Problem-based learning	
Didactic/simulation game	
Exercise method	T_04 – T_12
Workshop method	
Project method	
Multimedia presentation	
Audio and/or video demonstrations	
Activation methods (e.g. brainstorming, SWOT analysis technique, decision tree technique, „snowball” method, constructing „mind maps”)	
Other (which ones?) - ...	
...	

Evaluation criteria in relation to particular learning outcomes				
Learning outcome	For assessment 2	For assessment 3	For assessment 4	For assessment 5
EK_W01	The student is unable to characterise the concept of quality management	The student is able to explain the concept of quality management	The student is able to explain the concept of quality management and characterise its basic elements.	The student is able to explain the concept of quality management, characterise its basic elements and give practical examples of application
EK_W02	The student is not able to correctly identify elements of the TQM concept	The student is able to correctly identify the elements of the TQM concept.	The student is able to correctly identify elements of the TQM concept and give their characteristics.	The student is able to correctly identify elements of the TQM concept and give their characteristics as well as express his/her own opinion.
EK_W03	The student is unable to demonstrate knowledge of standardised quality systems in accordance with ISO standards.	The student is able to demonstrate knowledge of standardised quality systems according to ISO standards.	The student is able to demonstrate knowledge of standardised quality systems according to ISO standards and give their general characteristics.	The student is able to demonstrate knowledge of standardised quality systems in accordance with ISO standards and give their general characteristics as well as point out the strengths and weaknesses of these systems.
EK_U04	The student is not able to use the knowledge of the implementation of the TQM concept in enterprises.	The student is able to use the knowledge of the implementation of the TQM concept in enterprises.	The student is able to use the knowledge of the implementation of the TQM concept in enterprises and apply this knowledge in practice.	The student is able to use the knowledge of the implementation of the TQM concept in enterprises and apply this knowledge in practice and gives examples of good practices.
EK_U05	The student is unable to characterise the benefits of implementing quality management systems in an enterprise.	The student is able to characterise the benefits of implementing quality management systems in an enterprise.	The student is able to characterise the benefits of implementing quality management systems in an enterprise and make a division into short-term and long-term benefits.	The student is able to characterise the benefits of implementing quality management systems in an enterprise and make a division into short-term and long-term benefits and finds reference in practical examples.

EK_K06	The student does not adopt a pro-innovative attitude and does not appreciate the importance of quality assurance in business operations.	The student to a basic extent, tries to adopt a pro-innovative attitude and to appreciate the importance of quality assurance in the activity of a company.	The student satisfactorily attempts to adopt a pro-innovative attitude and to appreciate the importance of quality assurance in business operations.	The student adopts a pro-innovative attitude with full commitment and maturely appreciates the importance of quality assurance in business operations.
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Verification of learning outcomes	EK symbols for the module/subject					
	W01	W02	W03	U04	U05	K06
Written examination	X	X	X	X	X	X
Oral examination						
Written credit	X	X	X	X	X	X
Oral credit						
Written colloquium						
Oral colloquium						
Test						
Project						
Written work						
Report						
Multimedia presentation						
Work during exercise	X	X	X	X	X	X
Other (which?) -						

Hourly teaching load and student workload	Full-time studies	Part-time studies
1. Lectures (joint participation of academics and students)	15	15
2. Other forms (joint participation of academic staff and students)	15	15
3. Consultation with the teacher	10	10
Total 1+2+3	40	40
4. Internships (carried out by students on their own)	—	—
5. Student's own work (including homework and project work, preparation for a credit/exam)	35	35
Total 4+5	35	35
SUMMARY 1+2+3+4+5	75	75
Total ECTS credits according to the study plan	3	

Reference literature	<ul style="list-style-type: none"> – J. Dahlgaard, K. Kristensen, G. Kanji, <i>Podstawy zarządzania jakością</i>, Wyd. Naukowe PWN, Warszawa 2004. – R. Karaszewski, <i>Zarządzanie jakością</i>, Wydawnictwo Dom Organizatora, Toruń 2005.
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Complementary literature	<ul style="list-style-type: none"> – <i>Zarządzanie przez jakość, koncepcje, metody, studia przypadków</i>, pod red. E. Konarzewskiej – Gubały, Wydawnictwo Akademii Ekonomicznej we Wrocławiu, Wrocław 2003. – A. Blikle, <i>Doktryna jakości. Rzecz o skutecznym zarządzaniu</i>, Warszawa 2013.