

Subject card

Subject name and code	Concepts and Methods of Quality Management, PG_00135428						
Field of study	Management						
Date of commencement of studies	October 2023	Academic year of realisation of subject			2024/2025		
Education level	postgraduate studies	Subject group			Obligatory subject group 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	3	ECTS credits			1.0		
Learning profile	academic	Assessment form					
Conducting unit	Zakład Zrównoważonego Rozwoju i Nauk o Jakości -> Katedra Strategicznego Rozwoju -> Faculty of Management						
Name and surname of lecturer (lecturers)	Subject supervisor		dr Małgorzata Szymańska-Brałkowska				
	Teachers		dr Małgorzata Szymańska-Brałkowska				
Lesson types	Lesson type	Lecture	Tutorial	Laboratory	Project	Seminar	SUM
	Number of study hours	0.0	0.0	12.0	0.0	0.0	12
	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	12		0.0		0.0	12
Subject objectives	The aim of classes is to present basic assumptions of the concept and other instruments of quality management.						

Learning outcomes	Course outcome	Subject outcome	Method of verification
	[ZARZMU2_K04] The student knows the need to resolve dilemmas related to the profession's performance and fulfilling social obligations. He correctly identifies them.	Student is aware of the need to resolve dilemmas related to performing a profession and fulfilling social obligations.	[SK1] oral statement/conversation/discussion
	[ZARZMU2_W05] The student has a structured, expanded knowledge of the relationships taking place between organizations (including forms of interaction between business entities in the market) and between the organization and the individual, especially the employee and the customer.	Student has knowledge about relationships between organizations and between organization and human, especially an employee and a customer. Student learns about tools that are helpful in improving relationships with customer.	[SW4] test/exam - oral or written [SW1] oral statement/conversation/discussion
	[ZARZMU2_U08] The student correctly uses complex terminology in the field of social sciences, especially in the discipline of management and quality studies, clearly and communicatively expresses his point of view.	Student uses complex terminology in the field of management and quality sciences.	[SU1] oral statement/conversation/discussion
	[ZARZMU2_K06] The student is ready to work in, contribute to or manage groups. Takes the initiative when working in a group. The student can lead and supervise a team.	Student works in groups.	[SK8] observation of student's independent or team work
[ZARZMU2_U05] The student can correctly select and apply advanced, complex methods and tools used in management and quality studies.	Student is able to correctly choose and apply selected quality management concepts and methods.	[SU4] test/exam - oral or written	
Subject contents	<p>Using the EFQM concept in quality management.</p> <p>Risk management in quality management.</p> <p>Measuring the quality of services.</p> <p>Application of selected instruments in quality management.</p> <p>Measuring the level of maturity culture and compliance with the principles of excellence in the selected organization.</p>		
Prerequisites and co-requisites	None		
Assessment methods and criteria	Subject passing criteria	Passing threshold	Percentage of the final grade
		51.0%	100.0%

Recommended reading	Basic literature	<p>M. Z. Wisniewska, P. Grudowski, Kultura jakosci, doskonalosci i bezpieczenstwa w organizacji, CeDeWu, Warszawa 2019</p> <p>A. Skrzypek, Jakosciowe aspekty doskonalenia zarzadzania organizacja, Zeszyty Naukowe UPH Nr 100; do pobrania: http://www.tstefaniuk.uph.edu.pl/zeszyty/archiwalne/100-2014_9.pdf</p> <p>K. Knop, K. Mielczarek, Aspekty doskonalenia procesu produkcyjnego, Zeszyty Naukowe. Quality. Production. Improvement 2015, Nr 1(2); do pobrania: http://yadda.icm.edu.pl/yadda/element/bwmeta1.element.baztech-e14a8313-6e8c-4635-bc6a-cc5dc9a29f09</p> <p>A. Mazur, H. Gołas; Zasady. Metody i techniki wykorzystywane w zarządzaniu jakoscia, Wyd. Politechniki Poznanskiej, Poznan 2010; do pobrania:</p> <p>https://fem.put.poznan.pl/poli-admin/didactics/36112287ZASADY%20METODY%20TECHNIKI%20WYKORZYSTYWA</p> <p>M. Wisniewska, E. Malinowska Zarzadzanie jakoscia zywnosci, Systemy, koncepcje, instrumenty, Difin Warszawa 2011</p> <p>Malinowska E. Instrumentarium zarzadzania jakoscia, w: P. Antonowicz (red.) Zarzadzanie rozwojem przwdsieborstwa, Wydawnictwo UG, Gdansk 2020, s. 153 Wisniewska M. Metoda FMEA i jej zastosowania, w: P. Antonowicz (red.) Zarzadzanie rozwojem przwdsieborstwa, Wydawnictwo UG, Gdansk 2020, s. 263</p> <p>Malinowska E. Ocena jakosci uslug, w: P. Antonowicz (red.) Zarzadzanie rozwojem przwdsieborstwa, Wydawnictwo UG, Gdansk 2020, s. 333 Wisniewska M. Zastosowanie metodyKano w ocenie cech jakosci uslug, w: P. Antonowicz (red.) Zarzadzanie rozwojem przwdsieborstwa, Wydawnictwo UG, Gdansk 2020, s. 365</p> <p>E. Malinowska, M. Szymanska-Brałkowska, Wybrane instrumenty w doskonaleniu jakosci uslug, Difin, Warszawa 2021</p>
	Supplementary literature	Zarzadzanie rozwojem przedsieborstwa. Interaktywny podrecznik z zakresu zarzadzania. Repozytorium case study dla studentow, Antonowicz P. (red.), Wydawnictwo Uniwersytetu Gdanskiego, Gdansk 2020.
	eResources addresses	Adresy na platformie eNauczanie:
Example issues/ example questions/ tasks being completed		
Work placement	Not applicable	

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