

**Subject card**

<b>Subject name and code</b>	Concepts and Methods of Quality Management, PG_00136294						
<b>Field of study</b>	Management						
<b>Date of commencement of studies</b>	October 2023	<b>Academic year of realisation of subject</b>			2024/2025		
<b>Education level</b>	postgraduate studies	<b>Subject group</b>			Obligatory subject group in the field of study		
<b>Mode of study</b>	full-time studies	<b>Mode of delivery</b>			at the university		
<b>Year of study</b>	2	<b>Language of instruction</b>			Polish		
<b>Semester of study</b>	3	<b>ECTS credits</b>			1.0		
<b>Learning profile</b>	academic	<b>Assessment form</b>					
<b>Conducting unit</b>	Zakład Zrównoważonego Rozwoju i Nauk o Jakości -> Katedra Strategicznego Rozwoju -> Faculty of Management						
<b>Name and surname of lecturer (lecturers)</b>	<b>Subject supervisor</b>		dr inż. Ewa Malinowska				
	<b>Teachers</b>		prof. dr hab. Małgorzata Wiśniewska				
<b>Lesson types</b>	<b>Lesson type</b>	Lecture	Tutorial	Laboratory	Project	Seminar	SUM
	<b>Number of study hours</b>	0.0	0.0	15.0	0.0	0.0	15
	E-learning hours included: 0.0						
<b>Learning activity and number of study hours</b>	<b>Learning activity</b>	Participation in didactic classes included in study plan		Participation in consultation hours		Self-study	SUM
	<b>Number of study hours</b>	15		0.0		0.0	15
<b>Subject objectives</b>	The aim of the course is to present the basic assumptions of the concept and other quality management instruments.						

Learning outcomes	Course outcome	Subject outcome	Method of verification
	[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.	The student has structured, extended knowledge of the relationships between organizations (including the forms of cooperation between economic entities on the market) and between an organization and a person, in particular an employee and a customer	[SW4] test/exam - oral or written [SW2] presentation/project/paper/report
	[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.	The student is able to work in groups, co-create them, manage them. Is able to lead a team and supervise it.	[SK2] presentation/project/paper/report
	[ZARZMU2_U05] The student can correctly select and apply advanced, complex methods and tools used in management and quality studies.	The student has the ability to correctly select and apply selected methods and tools used in management and quality sciences.	[SU2] presentation/project/paper/report
	[ZARZMU2_K04] The student knows the need to resolve dilemmas related to the profession's performance and fulfilling social obligations. He correctly identifies them.	The student is aware of the need to resolve dilemmas related to performing a profession and fulfilling social obligations. Correctly identifies them.	[SK1] oral statement/conversation/discussion [SK4] test/exam - oral or written
	[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.	The student is able to use complex terminology from the field of social sciences, especially from the discipline of management and quality sciences, and expresses his/her point of view clearly and communicatively.	[SU1] oral statement/conversation/discussion [SU4] test/exam - oral or written
Subject contents	Application of EFQM concept in quality management Risk management in quality management Measurement of service quality Application of selected instruments in quality management Measurement of the level of culture maturity and fulfillment of the principles of excellence in a selected organization.		
Prerequisites and co-requisites			
Assessment methods and criteria	Subject passing criteria	Passing threshold	Percentage of the final grade
	participation in classes	70.0%	10.0%
	performing tasks assigned by the instructor	51.0%	50.0%
	written test	51.0%	40.0%

Recommended reading	Basic literature	<p>M. Z. Wiśniewska, P. Grudowski, Kultura jakości, doskonałości i bezpieczeństwa w organizacji, CeDeWu, Warszawa 2019</p> <p>A. Skrzypek, Jakościowe aspekty doskonalenia zarządzania organizacją, Zeszyty Naukowe UPH Nr 100; do pobrania: <a href="http://www.tstefaniuk.uph.edu.pl/zeszyty/archiwalne/100-2014_9.pdf">http://www.tstefaniuk.uph.edu.pl/zeszyty/archiwalne/100-2014_9.pdf</a></p> <p>A. Mazur, H. Gołaś; Zasady. Metody i techniki wykorzystywane w zarządzaniu jakością, Wyd. Politechniki Poznańskiej, Poznań 2010; do pobrania:</p> <p><a href="https://fem.put.poznan.pl/poli-admin/didactics/36112287ZASADY%20METODY%20TECHNIKI%20WYKORZYSTYWA">https://fem.put.poznan.pl/poli-admin/didactics/36112287ZASADY%20METODY%20TECHNIKI%20WYKORZYSTYWA</a></p> <p>M. Wiśniewska, E. Malinowska Zarządzanie jakością żywności, Systemy, koncepcje, instrumenty, Difin Warszawa 2011</p> <p>Malinowska E. Instrumentarium zarządzania jakością, w: P. Antonowicz (red.) Zarządzanie rozwojem przedsiębiorstwa, Wydawnictwo UG, Gdańsk 2020, s. 153</p> <p>Wiśniewska M. Metoda FMEA i jej zastosowania, w: P. Antonowicz (red.) Zarządzanie rozwojem przedsiębiorstwa, Wydawnictwo UG, Gdańsk 2020, s. 263</p> <p>Malinowska E. Ocena jakości usług, w: P. Antonowicz (red.) Zarządzanie rozwojem przedsiębiorstwa, Wydawnictwo UG, Gdańsk 2020, s. 333</p> <p>Wiśniewska M. Zastosowanie metody Kano w ocenie cech jakości usług, w: P. Antonowicz (red.) Zarządzanie rozwojem przedsiębiorstwa, Wydawnictwo UG, Gdańsk 2020, s. 365</p>
	Supplementary literature	<p>E. Malinowska, M. Szymańska-Bralkowska, Wybrane instrumenty w doskonaleniu jakości usług, Difin, Warszawa 2021</p> <p>K. Knop, K. Mielczarek, Aspekty doskonalenia procesu produkcyjnego, Zeszyty Naukowe. Quality. Production. Improvement 2015, Nr 1(2); do pobrania: <a href="http://yadda.icm.edu.pl/yadda/element/bwmeta1.element.baztech-e14a8313-6e8c-4635-bc6a-cc5dc9a29f09">http://yadda.icm.edu.pl/yadda/element/bwmeta1.element.baztech-e14a8313-6e8c-4635-bc6a-cc5dc9a29f09</a></p>
	eResources addresses	Adresy na platformie eNauczanie:
Example issues/ example questions/ tasks being completed	Characteristics of EFQM Characteristics of selected tools and methods of quality management	
Work placement	Not applicable	

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