

Subject card

Subject name and code	Quality Management in Sports Organizations, PG_00156158						
Field of study	Sport Management						
Date of commencement of studies	October 2025		Academic year of realisation of subject		2027/2028		
Education level	Bachelor's studies		Subject group		Obligatory subject group in the field of study		
Mode of study	full-time studies		Mode of delivery		at the university		
Year of study	3		Language of instruction		Polish		
Semester of study	5		ECTS credits		3.0		
Learning profile	academic		Assessment form		exam		
Conducting unit	Zakład Zrównoważonego Rozwoju i Nauk o Jakości -> Katedra Strategicznego Rozwoju -> Faculty of Management -> Rector						
Name and surname of lecturer (lecturers)	Subject supervisor		dr inż. Ewa Malinowska				
	Teachers						
Lesson types	Lesson type	Lecture	Tutorial	Laboratory	Project	Seminar	SUM
	Number of study hours	15.0	15.0	0.0	0.0	0.0	30
	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	30		9.0		36.0	75
Subject objectives	Familiarizing students with the specifics of ensuring and improving quality in sports entitiesFamiliarizing students with the issues of quality culture and safety culture in sports entitiesFamiliarizing students with the basic concepts, models, methods and tools of quality management (including legal regulations) applicable in sports entities;Familiarizing students with the formal requirements for improving the quality of sports entities, including the principles of certification and confirming the level of qualityShaping students' practical skills in solving quality problems and improving quality using available quality management tools and methods						

Learning outcomes	Course outcome	Subject outcome	Method of verification
	[ZSSML3_W01] The student as advanced knowledge in the discipline of management and quality sciences and understands its interrelationship with other social sciences.	The student has advanced knowledge of the discipline of management and quality sciences and sport and understands its connections with other social sciences.	[SW4] test/exam - oral or written [SW1] oral statement/ conversation/discussion
	[ZSSML3_K03] The student knows the need to identify important problems, including economic and social issues, and plan ways to solve them.	The student is aware of the need to identify important problems related to sport and quality in sport, including economic and social ones, and to plan ways to solve them.	[SK1] oral statement/conversation/ discussion [SK2] presentation/project/paper/ report [SK4] test/exam - oral or written
	[ZSSML3_K06] The student is ready to work in, co-create or manage a group. The student is able to think and act in an entrepreneurial manner.	The student wants and is able to work in groups, co-create them or manage them. Is able to think and act in an entrepreneurial way in the field of sports organizations.	[SK2] presentation/project/paper/ report
	[ZSSML3_U10] The student can prepare written works and multimedia presentations on specific issues in the field of management and quality studies, present them and lead discussions in Polish and foreign languages.	The student has the ability to prepare written works, multimedia presentations on specific issues in the field of management sciences and the quality of their presentation, as well as to conduct discussions in Polish and a foreign language.	[SU2] presentation/project/paper/ report
	[ZSSML3_W06] The student understands the impact of business on the environment and society, as well as the ethical challenges that accompany it.	The student understands the impact of economic activity, particularly in the sports industry, on the natural environment and society, as well as the ethical challenges that accompany it.	[SW4] test/exam - oral or written [SW1] oral statement/ conversation/discussion [SW2] presentation/project/paper/ report
	[ZSSML3_U05] The student can correctly select and apply methods and tools used in management and quality sciences.	The student is able to select methods and tools used in management and quality sciences and apply them to improve the sports industry.	[SU1] oral statement/conversation/ discussion [SU2] presentation/project/paper/ report
Subject contents	Definitional basis and general essence of quality management Quality of sports services and its dimensions Quality management in sports in the standardization approach Certification, classifications and quality awards for sports entities Quality and safety culture in sports facilities Concepts, methods and tools of quality management used in sports facilities Food quality and safety in sports facilities		
Prerequisites and co-requisites	None		
Assessment methods and criteria	Subject passing criteria	Passing threshold	Percentage of the final grade
	written test	51.0%	60.0%
	active participation in exercises	70.0%	40.0%

Recommended reading	Basic literature	M. Z. Wiśniewska, P. Grudowski, Zarządzanie jakością i innowacyjność w świetle doświadczeń organizacji Pomorza, Innobaltica, Gdańsk 2014; do pobrania: https://wzr.ug.edu.pl/nauka/upload/files/Zarz%C4%85dzanie%20jako%C5%9Bci%C4%85%20i%20innowacyjno G. Łasiński, Percepcja jakości w sporcie; QUALITY IN SPORT 2 (3) 2017, s. 7-19, e-ISSN 2450-3118 A. Mazur, H. Gołaś; Zasady. Metody i techniki wykorzystywane w zarządzaniu jakością, Wyd. Politechniki Poznańskiej, Poznań 2010; do pobrania: https://fem.put.poznan.pl/poli-admin/didactics/36112287ZASADY%20METODY%20TECHNIKI%20WYKORZYSTYWA B. Walas, BADANIE SATYSFAKCJI KURACJUSZY UZDROWISKA RABKA-ZDRÓJ METODĄ KANO, BIULETYN KPZK PAN, Komitet Przestrzennego Zagospodarowania Kraju Polskiej Akademii Nauk Zeszyt 269, rok 2018, s. 143-156; https://www.researchgate.net/publication/330999375_Bartlomiej_Walas_BADANIE_SATYSFAKCJI_KURACJUSZ_ZDROJ_METODA_KANO A.Bielawa i inni, Metoda Servqual jako skuteczne narzędzie oceny jakości usług, http://www.wneiz.univ.szczecin.pl/nauka_wneiz/sip/sip12-2009/SiP-12-217.pdf
	Supplementary literature	Provided by the exercise instructors (exercise materials).
	eResources addresses	
Example issues/ example questions/ tasks being completed	The concept of quality Quality features of sports services Certified quality management systems Division, identification and characteristics of selected methods and tools for quality improvement The concept of quality culture The importance of ensuring food safety in sports facilities	
Work placement	Not applicable	

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