University of Gdańsk

Subject card

Subject name and code	Quality Management of Economic Processes, PG_00200042						
Field of study	Economics						
Date of commencement of studies	October 2026		Academic year of realisation of subject		2027/2028		
Education level	Master's studies		Subject group		Obligatory subject group in the field of study Optional subject group 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	3		ECTS credits		2.0		
Learning profile	academic		Assessment form		credit		
Conducting unit	Department of Transport Policy and Economic Integration -> Faculty of Economics -> Rector						
Name and surname of lecturer (lecturers)	Subject supervisor		dr Dorota Książkiewicz				
	Teachers						
Lesson types	Lesson type	Lecture	Tutorial	Laboratory	Project	Seminar	SUM
	Number of study hours	0.0	10.0	0.0	6.0	0.0	16
	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	16		0.0		34.0	50
Subject objectives	The aim of the course is to present the role of quality management in modern market strategies and the principles of quality management in business processes.						

Learning outcomes

Course outcome	Subject outcome	Method of verification
[EKONMU2_U03] can analyse causes and course of economic and social processes and phenomena, formulate his/her own opinions on the subject, construct research hypotheses, and select and apply methods of their verification	The student is able to analyze the business issues related to quqlity management processes.	[SU1] oral statement/conversation/ discussion [SU2] presentation/project/paper/ report
[EKONMU2_U02] can use acquired knowledge to describe and analyse the causes and course of economic and social processes and phenomena, and can formulate his/her own opinions and critically select data and analysis methods based on the achievements of economic and social sciences	The student is able to analyze business processes and identify and design methods of quality management.	[SU2] presentation/project/paper/ report
[EKONMU2_K03] inspires and organises preparation of economic and social projects, following the idea of sustainable development, reconciling legal, economic, ecological, political and social requirements	The student is able to actively participate in business projects regarding quality management	[SK1] oral statement/conversation/ discussion
[EKONMU2_W03] has a knowledge of relations between economic phenomena, entities and organisations as well as public institutions functioning in the national, international and intercultural spheres	The student has knowledge about the relations between entities and organizations involved in ensuring the quality of processes and products	[SW2] presentation/project/paper/ report
[EKONMU2_K02] is aware of the level of their knowledge in the area of solving complex problems in economic,; understands the need to extend and update this knowledge throughout his/her life	The student is aware of the scope of knowledge that is necessary to manage the quality of business processes.	[SK1] oral statement/conversation/ discussion
[EKONMU2_W06] has an in-depth understanding of statistical and econometric methods and tools for describing and modelling macro- and microeconomic economic structures and public institutions, as well as the processes taking place within them.	The student has an in-depth knowledge of statistical and econometric methods for managing the quality of economic processes. Students prepare a project, individually or in teams, covering these methods and tools, which is discussed and approved during consultations with the course instructor, and then presented in class.	[SW2] presentation/project/paper/ report
[EKONMU2_W01] has an in-depth knowledge of the nature of social sciences and their place in the system of sciences; understands the differences between contemporary trends in economic thought; knows the claims of contemporary economic theories	The student has knowledge about the role of quality management sciences in modern managerial concepts.	[SW2] presentation/project/paper/ report
[EKONMU2_U06] can practically apply various forms and range of acquired knowledge in economics, finance and management, supplementing it with an independent critical analysis of its efficiency and usefulness	The student is able to implement the principles of quality management to business activity	[SU2] presentation/project/paper/ report

<table>
<tr><td>Subject contents</td><td>1. The concept and characteristics of the phenomenon of QUALITY, reference of the concept of quality assessment to products, services, and phenomena

2. Main concepts and principles of quality management

3.Quality systems in enterprises

4. Quality as a factor of competitiveness for enterprises

5. Methods and tools for measuring quality in business processes

6. Quality management and marketing

7. The influence of ESG strategy on the quality of business processes

Students have the opportunity to discuss any doubts or difficulties encountered while solving problem-based tasks also during consultation hours.</td></tr>
<tr><td>Prerequisites and co-requisites</td><td>Basic knowledge on economic processes management</td></tr>
<tr><td>Assessment methods and criteria</td><td><table>
<tr><th>Subject passing criteria</th><th>Passing threshold</th><th>Percentage of the final grade</th></tr>
<tr><td>in class discussion</td><td>51.0%</td><td>20.0%</td></tr>
<tr><td>group project</td><td>51.0%</td><td>80.0%</td></tr>
</table></td></tr>
<tr><td>Recommended reading</td><td><table>
<tr><td>Basic literature</td><td>Szczepańska Kataryna: Zasady zarządzania jakością, Oficyna Wydawnicza Politechniki Warszawskiej 2018

Szczepańska Katarzyna Bugdol Marek, Podstawy zarządzania procesami. DIFIN 2016

Zarządzanie jakością (e-book), pod red. Alina Matuszak-Flejszman, Uniwersytet Ekonomiczny w Poznanaiu, 2022</td></tr>
<tr><td>Supplementary literature</td><td>Michał Molenda, Hąbek Patrycja, Bartosz Szczęśniak, Zarządzanie jakością w organizacji, Wybrane zagadnienia. Politechnika Śląska 2016</td></tr>
<tr><td>eResources addresses</td><td></td></tr>
</table></td></tr>
<tr><td>Example issues/ example questions/ tasks being completed</td><td>What quality management tools can be used for specific business processes?

How to measure quality in business processes?</td></tr>
<tr><td>Work placement</td><td>Not applicable</td></tr>
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