

**DESCRIPTION OF THE COURSE OF STUDY
FOR EXCHANGE STUDENTS**

Kod przedmiotu	0413.3.LOG1.B/C34.NOR	
Name of the course in	English	<i>Standardization and quality management in logistics</i> Normalizacja i zarządzanie jakością w logistyce
	Polish	

1. LOCATION OF THE COURSE OF STUDY WITHIN THE SYSTEM OF STUDIES

1.1. Field of studies	Logistics
1.2. Form of studies	Full Time / Part Time
1.3. Level of studies	I degree (Bachelor's Degree)
1.4. Profile of studies	Academic
1.5. Person responsible for the card	Marta Brzozowska, PhD
1.6. Kontakt	marta.brzozowska@ujk.edu.pl

2. GENERAL CHARACTERISTICS OF THE COURSE OF STUDY

2.1. Language	English, Polish
2.2. Prerequisites	Basics of Logistics, Basics of Management, Processes Design, Basics of Marketing, Supply Chain Management

3. DETAILED CHARACTERISTICS OF THE COURSE OF STUDY

3.1. Form of classes	Lecture, practical classes, e-learning	
3.2. Place of classes	Lecture and practical classes at University, e-learning – educational platform	
3.3. Form of assessment	Lecture – exam, practical classes – graded credit	
3.4. Didactic methods	Lecture with presentation Practical classes – workshops E-learning – data analysis, case studies	
3.5. Literature	Basic	1. Kiran D.R., <i>Total quality management: key concepts and case studies</i> , Butterworth-Heinemann is an imprint of Elsevier, BSP Books Pvt., Amsterdam 2019. 2. Urban W., <i>Zarządzanie jakością usług</i> , PWN, Warszawa 2018. 3. Malinowska E., Szymańska – Brałkowska M., <i>Wybrane instrumenty w doskonaleniu jakości usług</i> , Difin, Warszawa 2021.
	Additional	1. Kowalczyk J., <i>Konsultant zarządzania jakością</i> , CeDeWu, Warszawa 2018. 2. Jakubiec M., <i>Projakościowe zarządzanie przedsiębiorstwem</i> , Difin, Warszawa 2017. 3. Dobrowolska A., <i>Podejście procesowe w organizacjach zarządzanych przez jakość</i> , Wydawnictwo Poltext, cop, Warszawa 2017.

4. OBJECTIVES, SYLLABUS CONTENT

<p>4.1. Subject objectives</p> <p>Lecture: C1. Knowledge – describes the standards and techniques of quality management and management standards. C2. Skills – is able to choose quality management methods to the existing problem situation. C3. Social competences – understands the importance of management standards and quality management for the proper functioning of the organization.</p> <p>Practical classes and e-learning: C1. Knowledge – knows the principles of quality management and quality management tools; knows the structure of the ISO 9001:2015 standard; knows the methods of improving the Quality Management System. C2. Skills – can apply the principles of documenting the management system and can apply in practice the methods of improving the Quality Management System. C3. Social competences – understands the essence of building relationships with others, sharing knowledge and experience in the light of improving quality; understands the importance of proper cooperation of people involved in the implementation or maintenance of the Quality Management System; understands the importance of competences such as active listening, skillful questioning, communicativeness, teamwork, openness to others in terms of quality.</p>
<p>4.2. Detailed syllabus</p> <p>Lecture: 1. Introduction to quality management - definitions, conditions, standardization. 2. Quality of products, quality of service.</p>

3. Quality from the customer's point of view. Quality from the supplier's point of view.
4. Quality gurus, history, development of quality management systems.
5. Japanese approach to quality management systems.
6. ISO standards - definitions, basics of quality management systems, documentation.
7. ISO 9000 series - quality management systems, 14000 - environmental protection management, 22000 - food safety management (GMP, GHP, HACCP), 26000 - responsible business standard, 27000 - information security management, 28000 - supply chain security management.
8. Comprehensive quality management - process and organization improvement. Client in TQM.
9. Quality management methods - QFD, FMEA, Lean, 5S, Poka-Yoke, Cause and effect diagram, TPM
10. Good practices in quality management in logistics.

Practical classes:

1. Quality as the degree of meeting customer requirements.
2. Quality activities. Quality in legal regulations.
3. ISO standards. Management systems in the organization.
4. Quality management. Stages of quality management development.
5. Quality management principles.
6. Quality management tools.
7. Principles of documenting the management system.
8. Quality Management Systems. Basics and terminology. ISO 9000:2015.
9. Quality Management System requirements according to ISO 9001:2015.
10. Quality in the company's strategy.
11. Methods of improving the Quality Management System.

E-learning:

1. Requirements of the ISO 9001:2015 standard - structure, basic concepts, thematic scope.
2. Total Quality Management requirements.
3. Case study - the use of various solutions in the field of quality management in logistics companies.

4.3. Subjects' learning outcomes

LO	A student who has passed a subject	Reference to directional learning outcomes
In terms of KNOWLEDGE :		
W01	Characterizes the evolution of views in the field of quality management in enterprises.	LOG1A_W06
W02	Has knowledge of mathematical and statistical tools used to analyze processes related to quality management.	LOG1A_W07
W03	Recognizes the standards of quality, environment and information security applicable in logistics.	LOG1A_W16 LOG1A_W17
in terms of SKILLS :		
U01	Knows and understands the importance of applying environmental protection norms and standards in shaping logistics processes.	LOG1A_U11
U02	Can - when formulating and solving tasks involving the design of logistics, production and operational elements and systems, see their non-technical aspects, including social, environmental and legal (standards).	LOG1A_U12
U03	Can apply quality standards to shape production and service processes.	LOG1A_U11
In terms of SOCIAL COMPETENCES :		
K01	Has the ability to use the acquired knowledge to solve dilemmas arising in the management of quality, environmental protection and information security.	LOG1A_K06

Ways of verifying the achievement of the learning outcomes in question

Learning outcome	Way of verifying (+/-)									
	Written exam			Test			Activity during classes			Test
	Form of classes			Form of classes			Form of classes			Form of classes
	W	C	...	W	C	...	W	C		E-learning
W01	+									
W02	+									
W03	+									
U01	+				+			+		+
U02	+				+			+		+
U03	+				+			+		+
K01					+			+		

4.5. Criteria for assessing the degree of achievement of learning outcomes		
Form of classes	Grade	Assessment criteria
Lecture	3	The student passed the written exam at the level of 50-60% of the maximum possible number of points.
	3,5	The student passed the written exam at the level of 61-70% of the maximum possible number of points.
	4	The student passed the written exam at the level of 71-80% of the maximum possible number of points.
	4,5	The student passed the written exam at the level of 81-90% of the maximum possible number of points.
	5	The student passed the written exam at the level of 91-100% of the maximum possible number of points.
Practical classes	3	The student passed the test at the level of 50-60% of the maximum possible number of points.
	3,5	The student passed the test at the level of 61-70% of the maximum possible number of points.
	4	The student passed the test at the level of 71-80% of the maximum possible number of points. Exercise activity.
	4,5	The student passed the test at the level of 81-90% of the maximum possible number of points. High activity in exercise.
	5	The student passed the test at the level of 91-100% of the maximum possible number of points. A lot of exercise activity.
E-learning	Passed	50-100% of the points scored on the online test

4. ECTS POINTS BALANCE - STUDENT WORKLOAD

Category	Student workload	
	Full time studies*	Part time studies*
NUMBER OF HOURS IMPLEMENTED WITH DIRECT PARTICIPATION OF THE TEACHER /CONTACT HOURS/	67	27
<i>Participation in lectures</i>	35	15
<i>Participation in practical classes</i>	22	10
<i>Participation in the exam / test</i>	2	2
<i>Other: e-learning</i>	8	0
STUDENT'S INDEPENDENT WORK /NON-CONTACT HOURS/	83	123
<i>Preparation for the lecture</i>	20	40
<i>Preparation for the practical classes</i>	20	40
<i>Preparation to the exam / test</i>	43	43
TOTAL HOURS	150	150
ECTS Credits	6	6