DESCRIPTION OF THE COURSE OF STUDY FOR EXCHANGE STUDENTS

| Kod przedmiotu | 0413.4.ZARZ1.B/C33.ZJA | | | | | |
|-----------------------|------------------------|---|--|--|--|--|
| N. 4.1 | English | | | | | |
| Name of the course in | Polish | Quality management Zarządzanie jakością | | | | |

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

| 1.1. Field of studies | Management |
|--------------------------------------|------------------------------|
| 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. Contakt | marta.brzozowska@ujk.edu.pl |

2. GENERAL CHARACTERISTICS OF THE COURSE OF STUDY

| 2.1. Language | English, Polish | | |
|--------------------|----------------------|--|--|
| 2.2. Prerequisites | Basics of 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, e-learning - approval | | | |
| 3.4. Didactic methods | | Lecture with presentation Practical classes – workshops E-learning – data analysis, case studies | | | |
| 3.5. Literature | Basic | Kiran D.R., Total quality management: key concepts and case studies, Butterworth-Heinemann is an imprint of Elsevier, BSP Books Pvt., Amsterdam 2019. Urban W., Zarządzanie jakością usług, PWN, Warszawa 2018. Malinowska E., Szymańska – Brałkowska M., Wybrane instrumenty w doskonaleniu jakości usług, Difin, Warszawa 2021. | | | |
| | Additional | Kowalczyk J., Konsultant zarządzania jakością, CeDeWu, Warszawa 2018. Jakubiec M., Projakościowe zarządzanie przedsiębiorstwem, Difin, Warszawa 2017. Dobrowolska A., Podejście procesowe w organizacjach zarządzanych przez jakość, Wydawnictwo Poltext, cop, Warszawa 2017. | | | |

4. OBJECTIVES, SYLLABUS CONTENT

4.1. Subject objectives

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.

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.

4.2. Detailed syllabus

Lecture:

- 1. Introduction to quality management definitions, conditions, standardization.
- 2. Quality of products, quality of service.
- 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.

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.

4.3. Subjects' learning outcomes

| ОТ | A student who has passed a subject | Reference to directional learning outcomes | | | | |
|-----|---|---|--|--|--|--|
| | In terms of KNOWLEDGE : | | | | | |
| W01 | characterizes the development of quality management in a time horizon and indicates the structural factors of this process. | ZARZ1A_W06 | | | | |
| W02 | knows the processes of quality management and uses them in business. | ZARZ1A_W08 | | | | |
| W03 | Explains the concept of organizational culture and its impact on quality management | ZARZ1A_W12 | | | | |
| | in terms of SKILLS: | | | | | |
| U01 | Applies theoretical knowledge in the field of quality management in the selected functional area of the company. | ZARZ1A_U01 | | | | |
| U02 | plans to introduce innovations in the field of quality management and anticipates its economic consequences | ZARZ1A_U07 | | | | |
| U03 | Selects appropriate methods and tools to support quality management processes | ZARZ1A_U11 | | | | |
| U04 | uses standards in the field of quality management, environmental protection management and information security management | ZARZ1A_U14 | | | | |
| | In terms of SOCIAL COMPETENCES : | | | | | |
| K01 | takes care of the development of interpersonal skills and their effective use as part of improving quality | ZARZ1A_K04 | | | | |

| ays of verifying the achievement of the learning outcomes in question | | | | | | | | | |
|---|------------------------------|---|----------------------|---|--|--|-----------------|---|------------|
| | Way of verifying (+/-) | | | | | | | | |
| Learning | Written exam Form of classes | | Test Form of classes | | Activity during classes Form of classes | | es Test | | |
| outcome | | | | | | | Form of classes | | |
| | W | С | ··· | W | С | | W | С | E-learning |
| W01 | + | | | | + | | | + | + |
| W02 | + | | | | + | | | + | + |
| W03 | + | | | | | | | | + |
| U01 | | | | | + | | | + | + |
| U02 | | | | | + | | | + | + |
| U03 | | | | | + | | | + | + |
| U04 | | | | | + | | | + | + |
| K01 | | | | | | | | + | + |

| 4.5. Criteria for assessing the degree of achievement of learning outcomes | | | | | | | | |
|--|--------|---|--|--|--|--|--|--|
| Form of classes | Grade | Assessment criteria | | | | | | |
| | 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. | | | | | | |
| tur | 4 | The student passed the written exam at the level of 71-80% of the maximum possible number of points. | | | | | | |
| Lecture | 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. | | | | | | |
| | 3 | The student passed the test at the level of 50-60% of the maximum possible number of points. | | | | | | |
| ses | 3,5 | The student passed the test at the level of 61-70% of the maximum possible number of points. | | | | | | |
| ıl class | 4 | The student passed the test at the level of 71-80% of the maximum possible number of points. Exercise activity. | | | | | | |
| Practical classes | 4,5 | The student passed the test at the level of 81-90% of the maximum possible number of points. High activity in exercise. | | | | | | |
| P. | 5 | The student passed the test at the level of 91-100% of the maximum possible number of points. A lot of exercise activity. | | | | | | |
| | Lectur | | | | | | | |
| ing | e - | | | | | | | |
| E-learning | Passed | e 50-100% of the points scored on the online test | | | | | | |
| -le | Classe | | | | | | | |
| <u> </u> | passed | | | | | | | |

4. ECTS POINTS BALANCE - STUDENT WORKLOAD

| | Student workload | | |
|--|-----------------------|-----------------------|--|
| Category | Full time studies* | Part time studies* | |
| NUMBER OF HOURS IMPLEMENTED WITH DIRECT PARTICIPATION OF THE TEACHER /CONTACT HOURS/ | 64 | 29 | |
| Participation in lectures | 23 | 15 | |
| Participation in practical classes | 23 | 10 | |
| Participation in the exam / test | 4 | 4 | |
| Other: e-learning lecture | 7 | 0 | |
| Other: e-learning practical classes | 7 | 0 | |
| STUDENT'S INDEPENDENT WORK /NON-CONTACT HOURS/ | 86 | 121 | |
| Preparation for the lecture | 10 | 21 | |
| Preparation for the practical classes | 30 | 50 | |
| Preparation to the exam / test | 20 | 50 | |
| E-learning activities | 26 | 0 | |
| TOTAL HOURS | 150 | 150 | |
| ECTS Credits | 6 | 6 | |