

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

<b>Kod przedmiotu</b>	0413.4.ZARZ1.B/C33.ZJA	
<b>Name of the course in</b>	English	<i>Quality management</i> Zarządzanie jakością
	Polish	

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

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

**2. GENERAL CHARACTERISTICS OF THE COURSE OF STUDY**

<b>2.1. Language</b>	English, Polish
<b>2.2. Prerequisites</b>	Basics of Management

**3. DETAILED CHARACTERISTICS OF THE COURSE OF STUDY**

<b>3.1. Form of classes</b>	Lecture, practical classes, e-learning	
<b>3.2. Place of classes</b>	Lecture and practical classes at University, e-learning – educational platform	
<b>3.3. Form of assessment</b>	Lecture – exam, practical classes – graded credit, e-learning - approval	
<b>3.4. Didactic methods</b>	Lecture with presentation Practical classes – workshops E-learning – data analysis, case studies	
<b>3.5. Literature</b>	<b>Basic</b>	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.
	<b>Additional</b>	1. Kowalczyk J., <i>Konsultant zarządzania jakością</i> , CeDeWu, Warszawa 2018. 2. Jakubiec M., <i>Projakosciowe 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><b>4.1. Subject objectives</b></p> <p><b>Lecture:</b></p> <p><b>C1. Knowledge</b> – describes the standards and techniques of quality management and management standards.</p> <p><b>C2. Skills</b> – is able to choose quality management methods to the existing problem situation.</p> <p><b>C3. Social competences</b> – understands the importance of management standards and quality management for the proper functioning of the organization.</p> <p><b>Practical classes and e-learning:</b></p> <p><b>C1. Knowledge</b> – 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.</p> <p><b>C2. Skills</b> – can apply the principles of documenting the management system and can apply in practice the methods of improving the Quality Management System.</p> <p><b>C3. . Social competences</b> – 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><b>4.2. Detailed syllabus</b></p> <p><b>Lecture:</b></p> <ol style="list-style-type: none"> <li>1. Introduction to quality management - definitions, conditions, standardization.</li> <li>2. Quality of products, quality of service.</li> <li>3. Quality from the customer's point of view. Quality from the supplier's point of view.</li> </ol>

- ## Practical classes:

- ### E-learning:

- ### 4.3. Subjects' learning outcomes

### 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					+			+		+
U04					+			+		+
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	Lecture - Passed	50-100% of the points scored on the online test
	Classes - passed	

**4. ECTS POINTS BALANCE - STUDENT WORKLOAD**

Category	Student workload	
	Full time studies*	Part time studies*
<b>NUMBER OF HOURS IMPLEMENTED WITH DIRECT PARTICIPATION OF THE TEACHER /CONTACT HOURS/</b>	<b>64</b>	<b>29</b>
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
<b>STUDENT'S INDEPENDENT WORK /NON-CONTACT HOURS/</b>	<b>86</b>	<b>121</b>
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
<b>TOTAL HOURS</b>	<b>150</b>	<b>150</b>
<b>ECTS Credits</b>	<b>6</b>	<b>6</b>