

Course code: .....

Plan position: .....

### A. INFORMATION ABOUT THE COURSE

#### B. Basic information

Name of course	<b>Quality Management for Business Excellence</b>
Field of studies	Management
Level of studies	first degree
Profile of studies	general academic studies
Form of studies	full-time studies
Specialty	
Unit responsible for the field of studies	Faculty of Management
Name and academic degree of teacher(s)	Rafał Drewniak, PhD.
Introductory courses	no requirements
Introductory requirements	no requirements

#### C. Semester/week schedule of classes

Semester	Lectures (W)	Auditorium classes (Ć)	Laboratory classes (L)	Project classes (P)	Seminar (S)	Field classes (T)	Number of ECTS points
fall, spring	15		15				5

### 2. LEARNING OUTCOME

No.	Learning outcomes description	The reference to the learning outcomes of specific field of study	The reference to the learning outcomes for the area
<b>KNOWLEDGE</b>			
W1	Student has basic knowledge of the issues of quality management and solutions in the area of comprehensive quality management. He knows the possibilities of using various quality management instruments (eg ISO 9000 standards, industry standards) or more complicated methods such as QFD, 5S, Six Sigma, Hoshin Kanri and others as well as has general knowledge in the selection of individual instruments.	K_W14	P6S_WG
<b>SKILLS</b>			
U1	Student has the ability to select individual quality management instruments to the existing situation and the specificity of the organization.	K_U15	P6S_UW
<b>SOCIAL COMPETENCES</b>			
K1	Student is aware of the need to acquire knowledge and self-improvement.	K_K01	P6S_KO

### 3. TEACHING METHODS

### A. Traditional methods used \*\*\*

example multimedia lecture, case studies, educational games

### B. Distance learning methods used \*\*\*

**Synchronous method** (classes conducted in a way that ensures direct interaction between the student and the teacher in real time, enabling immediate flow of information, the method can be used only if it is provided for in the study plan for a given cycle of education):

e.g. remote lecture in the form of videoconference, remote discussion, etc.

**Asynchronous method** used as an auxiliary (a method that does not ensure direct interaction between the student and the teacher in real time, used only as an auxiliary / complementary method):

e.g. online educational videos, online multimedia presentations, etc.

## 4. METHODS OF EXAMINATION

case presentation, exam - test of closed questions

## 5. SCOPE

Lectures	Quality - concept, essence, costs, planning. Quality as a philosophical category. The problem of multidimensionality. Quality in the context of social losses. Quality of products. Descriptive and comparative definition of quality. Consumer orientation and defining quality. Quality in the light of the concept of learning by the organization. Quality in the context of improvement activities. Quality costs, optimization problems. Quality planning. Quality management - genesis, evolution, comprehensive approach. Place of quality and quality management in social development: industrial revolution and quality. Quality in the 21st century. The genesis of quality management against the background of the development of management sciences. Development of a comprehensive approach in quality management.).
Laboratories	Total Quality Management. Characteristics of selected quality management methods (Kaizen, Six Sigma, 5S, JiT, QFD and others)

## 6. METHODS OF VERIFICATION OF LEARNING OUTCOMES

LEARNING OUTCOME	Form of assessment					
	Oral examination	Written exam	Colloquium	Project	Presentation	.....
W1		x			x	
U1		x			x	
K1		x			x	

## 7. LITERATURE

Basic literature	Oakland, J.S. (2014). Total Quality Management and Operational Excellence: Text with Cases, Taylor & Francis, 4 <sup>th</sup> edition. Kiran, D.R. (2016), Total Quality Management, Elsevier Science & Technology. Mauch P.D. (2016), Quality management. Theory and Application, CRC Press.
Supplementary literature	Suresh, P., (2016), Global Quality Management System, Taylor & Francis. Hoyle, D. (2007), Quality Management Essentials, Routledge.

**8. TOTAL STUDENT WORKLOAD REQUIRED TO ACHIEVE EXPECTED LEARNING  
OUTCOMES EXPRESSED IN TIME AND ECTS CREDITS**

Student's activity		Student workload– number of hours
Classes conducted under a direct supervision of an academic teacher or other persons responsible for classes	Participation in classes indicated in point 1B	30
	Supervision hours	5
Student's own work	Preparation for classes	30
	Reading assignments	30
	Other (preparation for exams, tests, carrying out a project etc)	30
Total student workload		125
Number of ECTS points		5