

1. Course information in compliance with the Study Programme of MANAGEMENT									
Course Name: Fundamentals of Quality Management							Course Code: C16		
Type of studies: Bachelor's Full-time / Part-time				Profile of education: PRACTICAL			Specialization scope: all		
Year: II Term: 3				Course /module status: obligatory / field course			Course / module language: English		
Type of classes	Lectures	Practical classes			Total	consultation	ECTS Credits		
		tutorials	laboratory classes	seminars			Classes with lecturer	Independent work of student	Total
Teaching Hours Full time studies	15	15	-	-	30	3	1,2	0,8	2
including practical classes	-	15	-	-	15	2	0,6	0,4	1
Teaching Hours Part time studies	10	10	-	-	20	2	0,8	1,2	2
including practical classes	-	10	-	-	10	1	0,4	0,6	1
Form of examination	Graded pass / Exam								
Course / module Coordinator	Dr Katarzyna Osiecka-Brzeska								
Lecturers	Dr Katarzyna Osiecka-Brzeska								
Priority effects of the item specified in the Senate resolution		Z_W04, Z_W06, Z_U03, Z_U05, Z_K01							
2. Lecturer tasks									
Course learning objectives:									
<p>The aim of the subject is to teach students how important the quality approach is in the modern economic environment. Students ought to understand the broad meaning of quality as well as be able to assess it. They should learn basic quality management techniques and know how to apply them. Students should also know how to set the aims of quality management policy of a company.</p>									

Subject code	Expected learning outcomes	Reference to learning outcomes for the field of Management
Knowledge		
W_01	The student knows and understands the issues of the role of entrepreneurs as suppliers of high-quality goods and services in the economy and society at an advanced level.	Z_W04
W_02	The student knows and understands at an advanced level issues related to the human being as the entity shaping the quality policy. He knows the effects and practical applications of decisions made in the field of quality management.	Z_6
Skills		
U_01	The student can identify quality problems in the functioning of the organization, analyze them and develop proposals for solutions with the use of selected methods and tools.	Z_U03
U_02	The student uses appropriate research methods in the analysis of phenomena and processes occurring in the organization, as well as select and use appropriate methods for the assessment and interpretation of qualitative indicators.	5
Social competence		
K_01	The student is ready to critically assess his knowledge, constantly improve his competences and professional qualifications in the changing economic conditions of the world in order to be able to improve his organization and its goods and services.	Z_K01
Topics of particular classes with the number of hours		
<p style="text-align: center;">LECTURES (Theoretical classes)</p> <ol style="list-style-type: none"> 1. Introduction to quality management. 2h /1h 2. Methods of measurement and assessment of quality. 2h /2h 3. Quality improvement methods: 6 sigma, lean management 5h /3h 4. Certificates of quality 2h /2h 5. IT solutions as useful tools in quality management 2h / 1h 6. Setting the aims of quality management policy of a company 2h / 1h <p style="text-align: center;">TUTORIALS (Practical classes)</p> <ol style="list-style-type: none"> 1. Quality – what does it mean in modern world? 2h / 2h 2. Measuring quality 2h / 2h 3. Quality management tools: fishbone diagram 2h /1h 4. Kaizen 3h / 2h 5. 6 sigma 2h / 1h 6. Quality certificates 2h / 1h 7. IT solutions as tools of quality improvement. 2h 1h 		

Methods of teaching	Lecture with the use of multimedia techniques and moderated discussion, tutorials in the form of discussing the presentation and solving case studies				
Literature	A. Budziewicz-Guźlecka, Quality management in an organization USz, Szczecin 2008 r.				
Optional Literature	T. Kijek, A. Kijek, Quality culture and its impact on performance of firms, Społeczna Wyższa Szkoła Przedsiębiorczości i Zarządzania, 2008 r. p. 151-158 http://www.managementstudyguide.com/total-quality-management.htm				
3. Tasks and time of independent student work					
Tasks descriptions		Number of hours		ECTS Credits	
		Full-time	Part-time	Full-time	Part-time
The tasks of theoretical		10	15	0,4	0,6
Studying literature		5	5	0,4	0,6
Preparation for the exam		5	10		
The tasks shaping practical skills		10	15	0,4	0,6
Preparation of a report with a proposal for the practical use of the known tools for shaping the quality.		10	15	0,4	0,6
TOTAL student workload in hours		20	30	0,8	1,2
4. Methods of verification and documentation of the learning outcomes assessment					
Symbol of learning outcomes	Methods of verification and documentation				
W_01, W_02	Exam				
U_01, U_02	Report preparation, case study analysis				
K_01	.Observation during classes				
	Basic criteria of assessment: The final module grade consists of: a positive grade for the final exam (50%) and a positive grade for the exercises (50%). The exercise grade is the arithmetic mean of positive grades for all the				

	<p>practical tasks listed in the syllabus. For a positive mark, more than 50% of points should be obtained from each form of classes.</p> <p>Assessment criteria: up to 50% - insufficient 51% - 60% - satisfactory 61% - 70% - a sufficient plus 71% - 80% - good 81% - 90% - a good plus from 91% - very good</p>
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