

COURSE DESCRIPTION CARD

Course name	Total Quality Management				
Course type	optional	Course code	SDPB0045	ECTS credits	1
Forms and number of hours	lecture: 4 h project: 6 h	Scientific discipline	management and quality science		
Course objectives	Expanding the knowledge of the concept and methodology in line with the approach defined as quality management. The subject will provide an overview of the knowledge of a wide range of problems and challenges that occur in the area of organizational improvement. The key methods and techniques of quality management will be presented.				
Course content	1. Sources of quality management. 2. Assumptions of quality management and key organizational principles appropriate for this approach. 3. International standards for improving the quality of the organization. 4. Certification in quality management. 5. Total Quality Management. 6. Lean Management approach. 6. Assumptions of the Six Sigma method. 7. The specificity of quality management in a service organization. 8. Research gaps and challenges in the area of improving organizational systems. 9. Selected quality management tools.				
Teaching methods	Lecture enriched with discussion with the audience; problem tasks and case studies solved in groups by students; public discussion along with the defense of the adopted positions and solutions				
Assessment method	Lecture: exam. Specialised workshop: assignments.				
Symbol of learning outcome	Learning outcomes			Reference to the learning outcomes for the field of study for the 8 th level of Polish Qualification Framework (PRK)	Methods of assessing the learning outcomes
LO1	Understands what the quality management approach is and the effects it brings for the organization			SD_W1, SD_W2	Exam
LO2	Understands the importance of standards and certification in improving the organization, as well as the main concepts of quality management			SD_W1	Exam
LO3	He knows the concepts and methods that fall into the mainstream of quality management, knows the rules and conditions of their application			SD_W1, SD_U1, SD_K1	Exam, assignments
LO4	Can correctly identify problems in organizations and select appropriate quality management methods for solving them			SD_W1, SD_U5, SD_K1	Exam, assignments

Student workload (in hours)	
Lecture / project	4 / 6
Consultations	1
The unassisted student work	10
Implementation of project tasks and preparation for and participation in exams/tests	5
Total	26
ECTS credits	1

Basic references	<ol style="list-style-type: none"> 1. A. Hamrol, Zarządzanie jakością i inżynieria, PWN, Warszawa 2017. 2. P. Miller, Systemowe zarządzanie jakością. Koncepcja systemu, ocena systemu, wspomaganie decyzji, Difin, Warszawa 2011. 3. W. Urban, Zarządzanie jakością usług, PWN, Warszawa 2018. 1. S. Tkaczyk, Strategia zarządzania jakością, Difin, Warszawa 2012.
Supplementary references	<ol style="list-style-type: none"> 1. D. R. Kiran, Total Quality Management: Key Concepts and Case Studies, Butterworth-Heinemann, 2016. 2. J. S. Oakland, R. J. Oakland, et al., Total Quality Management and Operational Excellence: Text with Cases, 2020. 3. W. Donahue, Unlocking Lean Six Sigma: A Competency-Based Approach to Applying Continuous Process Improvement Principles and Best Practices, 2021. 4. N. R. Tague, Quality Toolbox, ASQ Quality Press, 2005.
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