

Code.....

Course item:

1. INFORMATION ABOUT THE COURSE**A. Basic information**

Name of course	Quality Management for Business Excellence
Study level	<i>first degree</i>
Unit running the study programme	<i>Faculty of Management</i>
Study programme	<i>Management</i>
Speciality	
Name of teacher (s) and his academic degree	<i>Rafał Drewniak, PhD</i>
Introductory courses	<i>Management</i>
Prerequisites	<i>no prerequisites</i>

B. Semester/week schedule of classes

Semester	Lectures	Classes	Laboratories	Project	Seminars	Field exercises	ECTS
fall, spring	30						4

2. EFFECTS OF EDUCATION (acc. to National Qualifications Framework)

Knowledge	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.
Skills	Student has the ability to select individual quality management instruments to the existing situation and the specificity of the organization.
Competences	Student is aware of the need to acquire knowledge and self-improvement.

3. TEACHING METHODS

example multimedia lecture, case studies, educational games

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. Total Quality Management. Characteristics of selected quality management methods (Kaizen, Six Sigma, 5S, JiT, QFD and others).
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6. LITERATURE

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