

Dr Eliza Buszkowska

Adjunct in the Department of Economic Sciences

THE PROJEKT

Syllabus for subject Quality Management on the major Management

I. General Information

1. The name of educational module :

Quality Management

2. Code of module:

10-ZJ-z1-s

3. Type of module:

Obligatory

4. Major:

Management

5. Level of studies:

I

6. Year of studies:

Therd

7. Semester (zimowy lub letni):

Summer

8. Kind of classes :

Stacjonarny studies: 45 hours of lecture .

Nonstacjonary studies: 27 hours of lacture, 40 hours of exercises

9. The numer of ECTS points:

10. First and second name, degree,e-mail:

Dr Eliza Buszkowska (eliza_b2@o2.pl)

11.Language:

Polish

II. Detailed Information

1. The purpose of module:

Thoroughgoing learning by student knowledge from Quality Management.

2. Introductory requirements in area of knowlage, social skills.

Knowledge of mathematics, management and statistics on the level of performend courses

3. Educational effects in the area of knowlage, skills, social skills for module and major:

Symbol of effects of education	After examination student can:	Reference to education effects on the major
ZJ_01	give the most often excerpted definitions of quality	K_U01

ZJ_02	use 8D method, brainstorm, Ishikawa's diagram, ABCD method of Suzuki, Pareto-Lorenz's diagram, FMEA	K_U01, K_U06, K_U07
ZJ_03	create, describe House of Quality, affinity diagram, matrix diagram, PDPC	K_U06, K_U07,
ZJ_04	define and use SPC, give three pillars, the main purpose. know what is receiving control and Statistical Process Control	K_U01, K_U04
ZJ_05	know control charts of Shewart, alternative control charts	K_U06, K_U07
ZJ_06	know conception and notion of TQM, rules of behaviour in TQM strategy, basic elements of TQM strategy which decide about its success.	K_U01
ZJ_07	interchange features of traditional approach to problem of quality.	
ZJ_08	define Kaizen	K_U01, K_U06, K_K06
ZJ_09	know what is audit of system, process, work, internal audit, audit of second side, third side	K_U0, K_U07
ZJ_10	describe quality prizes, CE sign	
ZJ_11	have some knowledge about Six Sigma method	K_U01,
ZJ_12	quantify quality costs	K_U07
ZJ_13	describe ISO norms	K_W07
ZJ_14	know EFQM (European Foundation for Quality Management)	K_U01
ZJ_15	know communicational aspects of quality management	K_U06, K_K04

4. Educational contents:¹

Name of education module: Quality Management (ZJ)		
Symbol of educational content	Description of educational content	Reference to educational effects of module
TK_01	Definitions of quality	ZJ_01
TK_02	Methods and tools of quality management	ZJ_02, ZJ_03

¹ Zaleca się, aby, w zależności od modułu, liczba treści kształcenia zawierała się w przedziale: 5-10.

TK_03	SPC	ZJ_04
TK_04	Control charts	ZJ_05
TK_05	TQM	ZJ_06
TK_06	Traditional approach to problem of quality	ZJ_07
TK_07	Kaizen	ZJ_08
TK_08	Audit	ZJ_09
TK_09	Quality prizes, CE sign	ZJ_10
TK_10	Six Sigma	ZJ_11
TK_11	Quality costs	ZJ_12
TK_12	ISO norms	ZJ_13
TK_13	EFQM	ZJ_14
TK_14	Communicational aspects of quality management	ZJ_15

5. Literature:

Jerzy Łańcucki(ed): "Podstawy kompleksowego zarządzania jakością. TQM", publisher: AE w Poznaniu, 2007

Adam Hamrol: „ Zarządzanie jakością z przykładami”, publisher : Wydawnictwo Naukowe PWN Warszawa

III. Additional Information

1. Reference of education effects and educational content to the ways of performing classes and methods of evaluation

Name of the module: Quality Management			
Symbol of educational effect for module	Symbol of educational contents realized during classes	Ways of performing classes	Methods of evaluation
ZJ_01-14	TK_01-14	Lecture	Written exam, , additional points for activity on classes

2. ECTS points:

Name of module: Quality Management (ZJ R)	
Activity form	Medium numer of hours on realizing activity
Hours of classes according to a plan of studies with a teacher	stacjonary studies: 45 hours of lecture nonstacjonary studies: 27 hours of lecture
The own work of student (all form together)	stacjonary studies: nonstacjonary studies:
Hours sum	
Total number of ECTS points for module	

3. Total quantitative indicators :

- a) number of ECTS points , which student obtains on classes demand straightforward share of academic teachers.:
- b) number of points ECTS, which student obtains on practical classes such as exercises:

Student receive all ECTS points for passing all module Quality Management, for passing with positive note the examination.

4. Evaluating criterions:

We apply the following evaluating criterions:

- a) **abbility to use presented methods and tools**
- b) **knowlage of topics presented on lecture**

Eliza Buszkowska