I. GENERAL INFORMATION ABOUT THE COURSE

Quality Management in Organisations

Name of the organisational unit offering the programme:	The University College of Tourism and Ecology in Sucha Beskidzka Wyższa Szkoła Turystyki i Ekologii w Suchej Beskidzkiej
Name of the field of study and level of education:	Management – First degree (bachelor's)
Profile of education:	Practical
Major:	Not applicable
Type of module: (please specify as appropriate)	Basic / Core / Professionally oriented
Year / Semester:	II / 3
Prerequisites (resulting from the sequence of courses):	Knowledge, skills, and social competences acquired in the course Fundamentals of Management.

II. FORMS OF CLASSES AND NUMBER OF HOURS

	Lecture	Exercises	Seminar discussion	Laboratory	Workshop	Project	Seminar	Internship	Examination / Assessment	Total number of hours
Full-time studies			14		14	8			2	38
Part-time studies			8		8	6			2	24

III. TEACHING METHODS

Forms of classes	Teaching methods
Lecture / Workshop / Project:	Discussion, interactive lecture, problem-based tasks, case study, project implementation in a selected environment, presentation.

IV. LEARNING OUTCOMES FOR THE COURSE WITH REFERENCE TO THE PROGRAMME AND DISCIPLINARY LEARNING OUTCOMES

No.	Description of the learning outcome for the course	Reference to the programme learning outcome
	Knowledge:	
P_W01	The student defines and describes the nature and functions of quality in enterprises.	K1P_W01 K1P_W05 K1P_W10 K1P_W12
P_W02	The student knows quality standards and understands their importance for an organisation.	K1P_W01 K1P_W05 K1P_W10 K1P_W12
P_W03	The student characterises recognised methods of quality management.	K1P_W01 K1P_W05 K1P_W10 K1P_W12

Skills:		
P_U01	The student can determine the objectives of quality management in an enterprise.	K1P_U09 K1P_U10
P_U02	The student is able to design and describe quality requirements for processes and products.	K1P_U09 K1P_U10
P_U03	The student identifies quality indicators of processes and can analyse them.	K1P_U09 K1P_U10
Social competences:		
P_K01	The student is ready to analyse and critically evaluate the use of management-related knowledge in management processes.	K1P_K01 K1P_K02

V. COURSE CONTENT

No.	**Seminar discussion**	Reference to the programme learning outcome
K1	Structure, classification, and functions of quality. Quality standards in enterprises.	P_W01, S1P_W06 P_W07
K2	Variability, standards, and quality models in selected quality norms. Standardisation according to ISO group standards.	P_W02 P_W03
K3	The economics of quality and the costs of standardisation.	P_W04 P_W06
K4	Methods of analysing quality standards – QFD (Quality Function Deployment), FMEA (Failure Mode and Effects Analysis).	P_W06 P_W09
K5	Implementation of a quality management system in an enterprise.	P_W06 P_W08
No.	**Workshop / Project:**	Reference to the programme learning outcome
T1	Variability, standards, and quality models in selected quality norms.	P_W01, P_W06 P_W07
T2	Normalization according to ISO standards	P_W02 P_W03
T3	The economics of quality and the costs of normalization.	P_W04 P_W06
T4	Methods of analysing quality standards – QFD.	P_W06 P_W09
T5	FMEA analysis.	P_W06 P_W08

VI. METHODS OF VERIFYING LEARNING OUTCOMES

Learning outcomes	Verification method	Form of classes in which the learning outcome is verified
Knowledge:		
P_W01	Written exam.	K1-K5
P_W02	Colloquium: presentation of an example of a logistics system.	K2,K3, K4
P_W03	Semester written paper.	K5

Skills:		
P_U01	Project, participation in discussion, assessment of class activity.	T1 - T5
P_U02	Oral presentation, assessment of class activity.	T1 - T5
P_U03	Multimedia presentation on a selected topic, assessment of class activity.	T1 - T5
Social competences:		
P_K01	Observation and evaluation of the execution of a practical task.	T1 - T5
P_K02	Group task, observation of the performance of the assigned task.	T5
Final (summative) assessment: The final grade consists of the assessment of the colloquium, semester written paper, project assignment and presentation, and class participation (1/3), as well as the assessment of the semester paper and the final written exam (2/3).		

VII. ASSESSMENT CRITERIA FOR ACHIEVED LEARNING OUTCOMES				
Learning outcomes	**Fail (2.0)** The student does not know, does not understand, is unable to, or is not ready to:	**Satisfactory range (3.0–3.5)** The student knows, understands, is able to, and is ready to:	**Good range (4.0–4.5)** The student knows, understands, is able to, and is ready to:	**Very good (5.0)** The student knows, understands, is able to, and is ready to:
P_W01	Define the essence of quality in an enterprise.	Can define the essence of quality in an enterprise.	Define and describe in detail the essence of quality in an enterprise.	Define and describe the essence and specific functions of quality in an enterprise.
P_W02	Know quality standards or understand their importance for an organisation.	Partially know quality standards and understand their significance for an organisation.	Know and understand the importance of quality standards for an organisation.	Know quality standards, understand their importance for an organisation, and provide examples of their practical application.
P_W03	Identify or list quality standards and quality management methods.	List quality standards and methods of quality management.	Characterise standards and methods of quality management.	Thoroughly characterise key standards and methods of quality management.
P_U01	Determine the general objectives of quality management in an enterprise.	Determine the general objectives of quality management in an enterprise.	Determine detailed objectives of quality management in an enterprise.	Determine detailed objectives of quality management in an enterprise and analyse selected methods of their implementation.
P_U02	Describe process quality requirements.	Describe process quality requirements.	Design and describe in detail process quality requirements.	Design and comprehensively describe process quality requirements and ways of documenting them.
P_U03	Identify quality indicators of processes.	Identify quality indicators of processes.	Identify quality indicators of processes and analyse them correctly.	Identify process quality indicators, analyse them, and propose ways to improve them.
P_K01	Engage in analysis and critical evaluation regarding the application of management knowledge in management processes.	Analyse and critically evaluate the application of management-related knowledge in management processes.	Analyse and critically evaluate the application of management-related knowledge in management processes.	Critically analyse and evaluate the use of management-related knowledge in management processes.

VIII. STUDENT WORKLOAD – HOURS AND ECTS BALANCE

Type of ECTS activity	Student workload	
	Full-time studies	Full-time studies
Participation in teaching activities (lectures, exercises, conversation classes, projects, laboratories, workshops, seminars) – TOTAL number of hours – from section II	36h	22h
Examinations / Assessments	2h	2h
Participation in consultations	4h	4h
Project / Essay / Case study / Practical task	8h	8h
Independent preparation for classes	17h	31h
Preparation for course assessments	8h	8h
Total student workload (25 hours = 1 ECTS) TOTAL hours / ECTS	75 h / 3 ETCS	75 h / 3 ETCS
Student workload within classes involving direct contact with the lecturer	42 h / 1,7 ECTS	28 h / 1,1 ECTS
Student workload within classes of a practical nature	-/-	-/-
Student workload within classes related to professional training	37 h / 1,5 ECTS	37 h / 1,5 ECTS
Student workload within classes related to research preparation	-/-	-/-

IX. COURSE LITERATURE AND OTHER TEACHING MATERIALS

Basic literature:

- Skrzypczyńska K., Karaszewski R., Zarządzanie jakością, TNOiK, Toruń 2013.
- Szczepańska K., Podstawy zarządzania jakością, Politechnika Warszawska, Warszawa 2012.
- Łunarski J., Zarządzanie jakością. Standardy i zasady, Wydawnictwo Naukowo – Techniczne, Warszawa 2012.
- Myszewski J.M., Po prostu jakość. Podręcznik zarządzania jakością, Wydawnictwa Akademickie i Profesjonalne, Warszawa 2009.
- Łuczak J., Metody i techniki zarządzania jakością, Quality Press, Poznań 2007.
- Karaszewski R., Nowoczesne koncepcje zarządzania jakością, WNT, Toruń 2000

Supplementary literature:

- Hamrol A., Zarządzanie jakością z przykładami, Wydawnictwo Naukowe PWN, Warszawa 2013.
- Ładoński W., Szołtysek K.: Zarządzanie jakością, Wydawnictwo Akademii Ekonomicznej im. Oskara Langego we Wrocławiu, Wrocław 2008.
- Tkaczyk S., Strategia zarządzania jakością, Difin, Warszawa 2012.
- Zymonik Z., Zarządzanie jakością i bezpieczeństwem, PWE, Warszawa 2013

Other teaching materials:

- Specilised journals: Quality management, Internet: e-logistyka