

COURSE DESCRIPTION CARD

Bialystok University of Technology Faculty of Engineering Management									
Field of study	Management							Degree level and programme type	first degree/ second degree
Specialisation/ diploma path	-							Study profile	-
Course name	Quality management and control							Course code	IS-FM-00016S
								Course type	
Forms and number of hours of educational activities	L	C	LC	P	SW	FW	S	Semester	summer
	15	15						No. of ECTS credits	5
Entry requirements	Basics of management								
Course objectives	Indication of basic concepts related to defining the quality and quality management. Outline the essence of quality management system. Understanding the structure of quality management system in the organization. To acquaint students with the requirements of ISO 9001:2015 in the organization. Teach students how to create system documentation based on ISO 9001. Ability to prepare students for the quality book. Acquisition by students skills to use tools and methods of quality management.								
Course content	Quality. Basic concepts and definitions. Prominent philosophers of quality. Standardization, conformity assessment and regulations in terms of quality. Models for measuring quality: Servqual, KANO. Quality management systems according to ISO 9001:2015. Quality management systems in various industries. The essence of the integration of management systems. Total Quality Management (TQM). Methods and tools to improve the quality system								
Teaching methods	lecture, work in groups, case study, presentations								
Assessment method	Lecture - passing a written test, classes - project of basics documents according to ISO 9001, presentation								
Symbol of learning outcome	Learning outcomes							Reference to the learning outcomes for the field of study	
	Knowledge: the graduate knows and understands								
LO1	defines, identifies and classifies the essential aspects of quality management							Z_W01, Z_W02, Z_W03	
LO2	has basic knowledge in the field of quality management system in the organization							Z_W04	

	Skills: the graduate is able to		
L03	identifies, analyzes and interprets basic problems related to quality management in organization	Z_U01, Z_U02, Z_U03, Z_U05, Z_U07, Z_U08, Z_U09	
L04	is able to make a critical analysis of processes, procedures and the instruction of quality management system	Z_U15	
L05	is able to solve the problems associated with quality management using methods and tools of quality management	Z_U15	
	Social competence: the graduate is ready to		
L06	is applies standards and ethical principles	Z_K01	
L07	is able to work in a team	Z_K02, Z_K03, Z_K04	
Symbol of learning outcome	Methods of assessing the learning outcomes	Type of tuition during which the outcome is assessed	
L01	exam, test, the assessment of work during the classes	L,C	
L02	exam, test, the assessment of work during the classes	L,C	
L03	exam, test, the assessment of work during the classes	L.C	
L04	discussions, evaluation of work during the classes	C	
L05	the assessment of work during the classes	C	
L06	the assessment of work during the classes	C	
L07	the assessment of work during the classes	C	
Student workload (in hours)		No. of hours	
Calculation	lecture attendance	15 x 1h =15	
	participation in classes	15 x 1 h =15	
	preparation for classes	15 x 2 h =30	
	Homeworks	15 x 1 h =15	
	participation in student-teacher sessions related to the class	5h	
	preparation for the exam	25 h	
	preparation for the classes assessment	20 h	
	TOTAL:	120	
Quantitative indicators		HOURS	No. of ECTS credits
Student workload – activities that require direct teacher participation (15 h+15 h+30 h= 60 h)		60h	2
Student workload – practical activities (30 h+15 h= 45 h)		45h	1,5
Basic references	1. Bartoszczuk, P., Quality Management, Warsaw School of Economics, June 2015. 2. ISO 9001:2015. Quality Management System: requirements, ISO, Genewa 2015. 3. Mauch, P. D. Quality Management. Theory and application, CRC Pres,		

	Washington 2010. 4. ISO focus Magazine (Journal)	
Supplementary references	1. Goetsch D.L., Davis S., Quality Management for Organizational Excellence: Introduction to Total Quality (7th Edition), Pearson, 2012. 2. Pyzdek T., Keller, P., The Handbook for Quality Management, Second Edition: A Complete Guide to Operational Excellence, McGraw Hill, 2013. 3. TQM: Introduction to and Overview of Total Quality Management, ASQ Quality Press, 2013. 4. Evans J.R., Lindsay W.M., Managing for Quality and Performance Excellence, South-Western College Publisher, 2012. 5. Ciesielska-Maciągowska D., Service Quality Management, Warsaw School of Economics, June 2015	
Organisational unit conducting the course	Chair of Management, Economy and Finance	Date of issuing the programme
Author of the programme	Urszula Kobylińska, PhD	21-02-2022

L – lecture, C – classes, LC – laboratory classes, P – project, SW – specialization workshop, FW - field work, S – seminar