

## COURSE DESCRIPTION CARD

Bialystok University of Technology Faculty of Engineering Management									
<b>Field of study</b>	<b>Management</b>							<b>Degree level and programme type</b>	<b>first degree/ second degree</b>
<b>Specialisation/ diploma path</b>	-							<b>Study profile</b>	-
<b>Course name</b>	<b>Quality management and control</b>							<b>Course code</b>	<b>IS-FM-00016W</b>
								<b>Course type</b>	
<b>Forms and number of hours of educational activities</b>	<b>L</b>	<b>C</b>	<b>LC</b>	<b>P</b>	<b>SW</b>	<b>FW</b>	<b>S</b>	<b>Semester</b>	<b>winter</b>
	15	15						<b>No. of ECTS credits</b>	5
<b>Entry requirements</b>	Basics of Management								
<b>Course objectives</b>	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.								
<b>Course content</b>	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								
<b>Teaching methods</b>	lecture, work in groups, case study, presentations								
<b>Assessment method</b>	Lecture - passing a written test, classes - project of basics documents according to ISO 9001, presentation								
<b>Symbol of learning outcome</b>	<b>Learning outcomes</b>							<b>Reference to the learning outcomes for the field of study</b>	
	<b>Knowledge: the graduate knows and understands</b>								
<b>LO1</b>	defines, identifies and classifies the essential aspects of quality management							Z_W01, Z_W02, Z_W03	
<b>LO2</b>	has basic knowledge in the field of quality management system in the organization							Z_W04	

	<b>Skills: the graduate is able to</b>		
<b>L03</b>	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	
<b>L04</b>	is able to make a critical analysis of processes, procedures and the instruction of quality management system	Z_U15	
<b>L05</b>	is able to solve the problems associated with quality management using methods and tools of quality management	Z_U15	
	<b>Social competence: the graduate is ready to</b>		
<b>L06</b>	is applies standards and ethical principles	Z_K01	
<b>L07</b>	is able to work in a team	Z_K02, Z_K03, Z_K04	
<b>Symbol of learning outcome</b>	<b>Methods of assessing the learning outcomes</b>	<b>Type of tuition during which the outcome is assessed</b>	
<b>L01</b>	exam, test, the assessment of work during the classes	L,C	
<b>L02</b>	exam, test, the assessment of work during the classes	L,C	
<b>L03</b>	exam, test, the assessment of work during the classes	L.C	
<b>L04</b>	discussions, evaluation of work during the classes	C	
<b>L05</b>	the assessment of work during the classes	C	
<b>L06</b>	the assessment of work during the classes	C	
<b>L07</b>	the assessment of work during the classes	C	
<b>Student workload (in hours)</b>		<b>No. of hours</b>	
<b>Calculation</b>	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	
	<b>TOTAL:</b>	<b>120</b>	
<b>Quantitative indicators</b>		<b>HOURS</b>	<b>No. of ECTS credits</b>
<b>Student workload – activities that require direct teacher participation (15 h+15 h+30 h= 60 h)</b>		<b>60h</b>	<b>2</b>
<b>Student workload – practical activities (30 h+15 h= 45 h)</b>		<b>45h</b>	<b>1,5</b>
<b>Basic references</b>	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)	
<b>Supplementary references</b>	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	
<b>Organisational unit conducting the course</b>	Chair of Management, Economy and Finance	<b>Date of issuing the programme</b>
<b>Author of the programme</b>	Urszula Kobylińska, PhD	21-02-2022

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