

<b>The title of the course</b>	<b>Business excellence</b>
<b>Faculty</b>	Faculty of Management and Transport
<b>The level of studies</b>	Undergraduate (BA)/ Postgraduate (MA)
<b>Semester</b>	Winter / summer
<b>The form of classes and number of hours</b>	Lectures and workshops - 15 h
<b>Classes conducted for Polish students. Erasmus students can join them</b>	Classes only for Erasmus students.
<b>Language of instruction</b>	English
<b>The number of ECTS</b>	ECTS: 3
<b>Teacher</b>	mgr inż. Barbara Słowiak bslowiak@ath.eu
<b>The aims of the course (maximum 500 characters)</b>	To acquire the knowledge about business excellence models that are frameworks for applying within an organization and which can help to act in a more systematic and structured way that should lead to increased performance.
<b>The content of the course: main topics and key ideas</b>	This course discusses: <ul style="list-style-type: none"> <li>- Business excellence models: <ul style="list-style-type: none"> <li>• Baldrige (MBNQA)</li> <li>• European Foundation for Quality Management (EFQM)</li> <li>• Japan Quality Award Model – Deming Award</li> <li>• Chosen local quality awards</li> </ul> </li> <li>- Self-assessment as a tool for continuous improvement.</li> </ul>
<b>Didactics methods</b>	Presentations, conversations, case studies.
<b>Course requirements</b>	Students are expected to: <ul style="list-style-type: none"> <li>• read the assigned material and work the assigned problems before class and be prepared to discuss them in class; prepare project on chosen topic.</li> </ul> (preparation for classes , written assignments- 25h; preparation of the final presentation - 15h; preparation of the project - 20h)
<b>Literature (basic and supplementary)</b>	F. Lasrado, <i>Achieving Organizational excellence. A quality management program for culturally diverse organizations</i> , Springer 2018 (eBook) P. Bartoszczuk, <i>Quality management</i> , Warszawa: Warsaw School of Economics, 2015 T. Pyzdek, P.A. <i>The handbook for quality management: a complete guide to operational excellence</i> , New York: McGraw-Hill, 2013
<b>The effects of the education</b> <ul style="list-style-type: none"> <li>- <b>knowledge</b></li> <li>- <b>skills</b></li> <li>- <b>social competences</b></li> </ul>	Students are expect to: <ul style="list-style-type: none"> <li>• Knowledge: variety of business excellence models, fulfilment criteria of the quality awards;</li> </ul>

	<ul style="list-style-type: none"><li>• Skills: conducting an excellence maturity assessment; applying for the quality award;</li><li>• Social competences: develop critical thinking and reasoning skills.</li></ul>
--	---