

Faculty of Management and Transport

The title of the course	Introduction to quality management in a company
Faculty	Faculty of Management and Transport
The level of studies	Bachelor and Master
Semester	Winter/Summer
The form of classes and number of hours	Lectures, 15 hours
Language of instruction	English
The number of ECTS	4
Teacher	Marcin Jakubiec
The aims of the course (maximum 500 characters)	The aim of the course is given students fundamental information concerning quality and quality management in enterprise. During the course students receive knowledge in areas: definition of quality category, quality from client and producer perspectives, introducing and functioning of quality management system according to ISO norm 9001, as well as quality management methods and tools.
The content of the course: main topics and key ideas	<ol style="list-style-type: none"> 1. Creators of quality fundamentals. 2. Quality of a client and a producer perspectives. 3. Product quality. 4. Measure and grade of product quality. 5. Concepts of quality management (TQM, Kaizen and Six Sigma). 6. Quality management system according to ISO norm 9001 – implementing, functioning and improving. 7. Rules, methods and tools of quality management.
Didactics methods	Presentation, case studies, conversation
Course requirements	Presentation
Literature (basic and supplementary)	A. Barcik, P. Dziwiński, M. Jakubiec, Management of enterprise in the 21 st century. Perspectives and conditions of growth, Difin, Warsaw, 2015.
The effects of the education <ul style="list-style-type: none"> - knowledge - skills - social competences 	<p>Student can define quality, including product quality.</p> <p>Student knows rules, concepts, methods and tools of quality management in enterprise.</p> <p>Student can prepare exemplary document in quality management system.</p>