

The title of the course	Quality management
Faculty	Faculty of Management and Transport
The level of studies	Undergraduate (BA)
Semester	Winter
The form of classes and number of hours	Project 15 h
Classes conducted for Polish students. Erasmus students can join them	
Language of instruction	English
The number of ECTS	3
Teacher	Grzegorz Biesok PhD Eng.
The aims of the course (maximum 500 characters)	Course develops knowledge of basic ideas on quality management. Students acquire the skills of designing and implementing selected elements of a quality management system.
The content of the course: main topics and key ideas	<p>Creating an organisation. Determining the context of the organisation. Customers and other interested parties and their requirements. Quality policy and quality objectives. Processes in the organisation. Fulfilling customer (and other parties) requirements. Satisfaction measuring.</p>
Didactics methods	Practical exercise — project made by students, designing selected elements of quality management system.
Course requirements	Project
Literature (basic and supplementary)	<p>International Standard ISO 9000:2015, Quality management systems — Fundamentals and vocabulary.</p> <p>International Standard ISO 9001:2015, Quality management systems — Requirements.</p> <p>International Standard ISO 9004:2018, Quality management — Quality of an organization — Guidance to achieve sustained success</p> <p>Bartoszczuk, Paweł (2015). Quality management. Warszawa : Warsaw School of Economics.</p> <p>Tricker, Ray (2020). Quality Management Systems: A Practical Guide to Standards Implementation. London, New York : Routledge, Taylor & Francis Group.</p>

	<p>Hoyle, David (2017). ISO 9000 Quality Systems Handbook : updated for the ISO 9001:2015 standard (7th ed.). Taylor & Francis Ltd.</p> <p>Pyzdek Thomas, Keller Paul (2013). The handbook for quality management : a complete guide to operational excellence (2nd ed.). New York [etc.] : McGraw-Hill.</p> <p>Dumas, Marlon et al. (2013). Fundamentals of business process management. Berlin, Heidelberg : Springer-Verlag.</p> <p>Jeston, John & Nelis, Johan. (2014). Business process management : practical guidelines to successful implementations (3rd ed.). London, New York : Routledge, Taylor & Francis Group.</p>
<p>The effects of the education</p> <ul style="list-style-type: none"> - knowledge - skills - social competences 	<p>Student:</p> <p>(K) Knows chosen elements of a quality management system according to ISO 9000 standards.</p> <p>(S) Designs elements of a quality management system for a selected organization.</p> <p>(SC) Works in groups, planning and developing elements of a quality management system.</p>