



**FACULTY: *Economic and Social Sciences***  
**COURSE: *Economics***  
**LEVEL OF EDUCATION: *first-level studies (bachelor)***  
**FORM OF EDUCATION: *full-time***  
**PROFILE: practical**

## SUBJECT CARD (Syllabus)

Subject Name: <b>Quality Management Systems</b>						<b>ECTS credits: 2</b>	
Lecturer: <b>according to the list of lecturers and the schedule of classes</b>							
Year: <b>2</b>	Lectures	Seminars	Laboratory exercises	Exercise	BUNA*	Form of credit*	
Semester: <b>3</b>	<b>9</b>	<b>0</b>	<b>0</b>	<b>9</b>	<b>15</b>	<b>ZO/ZO</b>	
* E – exam; Z – credit; ZO – passing with an assessment; BUNA – without the participation of an academic teacher							
<b>The aim of the course:</b> <i>to present key aspects related to understanding the essence of quality management systems, as well as the implementation and practical functioning (improvement) of systems in production and service enterprises; performance of a specific practical task and discussion in the scope of obtained effects, the possibilities of their improvement and application potential in organizations.</i>							
<b>Didactic methods:</b> <i>assimilation of knowledge through a traditional lecture; practically implemented tasks: case study and brainstorming.</i>							
<b>Prerequisites:</b> <i>knowledge of: basics of organization management, basics of marketing, basics of statistics.</i>							
<b>No</b>	<b>Subject matter of the classes</b>						
<b>I</b>	<b>LECTUREY:</b> <ol style="list-style-type: none"> <li>1. Introduction to quality management.</li> <li>2. Quality system according to ISO 9000 – elementary concepts and their definitions.</li> <li>3. Formal aspect of quality assurance – ISO 9001 system certification.</li> <li>4. Quality management instruments.</li> <li>5. ISO 14000 environmental management system and its implementation.</li> <li>6. Other quality assurance systems: HACCP, ISO 18000, GMP, GHP, GLP.</li> <li>7. The concept of TQM and the principles of its implementation in organizations.</li> </ol>						
<b>II</b>	<b>SEMINARS:</b> <ol style="list-style-type: none"> <li>1. Construction and rules for the use of ISO - 9000, 9001 standards and derivatives in the Quality Management System concept.</li> <li>2. Quality costs – classification and importance.</li> <li>3. Quality system documentation (Quality Book, procedures, instructions, quality records).</li> <li>4. Management of quality system documentation.</li> <li>5. Instruments for quality improvement.</li> <li>6. Organoleptic evaluation of products.</li> </ol>						
<b>III</b>	<b>LABORATORY EXERCISES: nie dotyczy</b>						
<b>IV</b>	<b>EXERCISES: not applicable</b>						
<b>V</b>	<b>BUNA:</b> Formal aspect of quality assurance – development of selected elements of the quality system documentation.						
<b>Learning outcomes</b>							
<b>Directional effects – symbol and specification</b>				<b>Objective effects – specification</b>			
<b>in the field of <u>KNOWLEDGE</u>:</b>							



P6U_W	P6S_WG	E1_W01 Has a comprehensive knowledge of the place of economics in the system of sciences, its character, methodology and related to other scientific disciplines, knows and understands the basic terminology of economic sciences along with the application of this practical knowledge in business activities.	<p>Can define concepts related to quality management. Describes the essence of quality management and other quality systems, knows the basic terminology resulting from the ISO standard.</p> <p>Discusses the behavior of a person in the organization, his needs related to the optimal performance of work based on the documentation of the quality assurance system and the mental limitations resulting from the implementation of the ISO concept.</p> <p>Presents methods (instruments) related to quality improvement – the so-called classic and new approaches. Knows the standard methods and tools of data acquisition and their interpretation based on quality improvement tools, allowing to optimize the processes taking place in the organization in accordance with the requirements of ISO standards. Has knowledge of the phenomena taking place and the need to improve the processes leading to their optimization, and as a result, certification of the compliance of the system (developed structure) with the requirements of a specific quality standard.</p>
P6U_W	P6S_WG	E1_W05 Knows and understands at an advanced degree the knowledge of man as an entity creating economic structures; knows the rules of human behavior in terms of satisfying needs, has elementary knowledge of the principles and motives of human action in the process of creating and implementing tasks and organizational changes of these structures. Knows how to apply knowledge in practice.	
P6U_W	P6S_WG	E1_W06 Knows and understands to an advanced degree the ways of applying and analyzing the results of selected quantitative tools in the description of facts, objects and phenomena concerning various areas of economic functioning and complex dependencies, as well as forecasting future scenarios of economic and social activity.	
<p><b>in terms of <u>SKILLS</u>:</b></p>			



P6U_U	P6S_UW	E1_U01 Is able to correctly observe and interpret economic phenomena and economic processes in the context of legal, technological, political and cultural changes.	<p>Correctly interprets economic phenomena and process using terminology and standards from the ISO family.</p> <p>Uses theoretical knowledge and obtained data, characterizing the course of processes in the organization, to analyze and optimize their further courses.</p> <p>Forecasts the processes taking place in the organization using quality improvement tools and indicates the practical consequences and risks of processes based on the system documentation. Evaluates the suitability of various quality management systems.</p> <p>Has the ability to formulate practical conclusions based on the documentation of the quality assurance system and formulate ideas and doubts related to the functioning system – optimization and improvement of processes and documentation. Has the ability to use quality management tools and methods.</p> <p>Observes the ongoing process and properly uses the relevant documents, as well as generates new records for the improvement of processes.</p>
P6U_U	P6S_UW	E1_U02 Is able to use his theoretical knowledge and effectively and effectively obtain reliable data from primary and secondary sources to analyze specific economic processes and phenomena in the field of economic disciplines.	
P6U_U	P6S_UW	E1_U03 Is able to properly analyze and prepare accounting and financial documentation for decision-making and accounting purposes and analyze and evaluate the processes and economic and social phenomena taking place.	
P6U_U	P6S_UW P6S_UO P6S_UU	E1_U06 Is able to independently plan and implement their own learning, being aware of the dynamic development of sciences, using the acquired economic knowledge and practical conclusions and specialist experience in independent implementation of tasks, as well as running a business and solving the dilemmas of professional work.	
P6U_U	P6S_UW P6S_UO	E1_U10 Independently identifies, diagnoses and resolves problems and applies various variants of solutions in business practice, in connection with the studied specialty.	
<p><b>in the field of <u>SOCIAL COMPETENCES:</u></b></p>			



P6U_K	P6S_KR P6S_KK	E1_K01 Is ready to critically assess the level of his knowledge; recognizes the importance of knowledge in solving cognitive and practical problems and consults experts in case of difficulty in solving the problem on his own.	<p>Understands the need to learn about quality assurance and proper quality management.</p> <p>Correctly identifies, diagnoses and improves the course of the processes taking place using quality improvement tools and creating appropriate documentation. Actively cooperates in teams dealing with quality improvement (quality wheels).</p> <p>Participates in quality improvement projects, is prepared for substantive discussion and transfer of views related to the improvement of quality systems.</p> <p>Independently complements knowledge and improves skills related to quality assurance, is open to continuity – permanent quality improvements.</p>
P6U_K	P6S_KO P6S_KR	E1_K02 Is able to actively cooperate in teams, including international ones, and take on various roles with respect for social, cultural and legal norms, and perform responsible roles in the team, being aware of the decisions they make, and also takes responsibility for the results of his/her work and the whole team.	
P6U_K	P6S_KR	E1_K03 Is ready to recognize the importance of knowledge in solving problems related to the development, implementation, analysis and evaluation of economic processes in various types of organizations and to consult experts in this regard in case of difficulties in solving them himself/herself.	
P6U_K	P6S_KO P6S_KR	E1_K05 Understands ethical issues in connection with the tasks and business activities carried out, is aware of the importance of professional activities, consistent with the principles of professional ethics and respect for the diversity of views and cultures; takes care of the achievements and tradition of the profession	



P6U_K	P6S_KO P6S_KR	E1_K06 Is able to think in an entrepreneurial way and skillfully communicate with the environment; adapts to new situations and conditions, acquires resistance to failure and stress.	Is characterized by personal values related to being guided in professional life by business responsibility and respect for the views and opinions of others in the field of comprehensive (holistic) improvement and quality assurance.
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**Ways to verify the outcome of this learning (*KNOWLEDGE, SKILLS, SOCIAL COMPETENCES*)**

Effects(symbol)	Written exam	Oral exam	Colloquium	Essay/Paper	Homework	Individual presentation	Group presentation	Activity in class	Participation in the discussion	Individual project	Group project
E1_W01, E1_W05, E1_W06			X								X
E1_U01			X					X			X
E1_U02											X
E1_U03											X
E1_U06			X					X			X
E1_U010			X					X			X
E1_K01								X			X
E1_K03... K06								X			X

**Form and conditions of passing the subject:** lecture using a multimedia presentation, passing on the basis of a colloquium 5-7 min., group project using case studies

**The student's workload needed to achieve learning outcomes in hours and ECTS credits**

**Contact hours with an academic teacher**

Types of classes	Number of hours
Participation in lectures	9
Participation in seminars	
Participation in exercises	9
Participation in laboratory classes	
Consultations (2 hours for the lecture, 1 hour for one training group, conv., sem.)	
<b>Sum of</b>	<b>18</b>

**Student's own work divided into time ( examples of student work forms)**

Form of student work	Number of hours
Preparing for classes	12
Writing a paper/project/essay	
Gathering materials and preparing presentations	5
Self-reading	15
Preparing for colloquia/tests	10
Preparing for the written/oral exam in a subject	
Preparation for written/oral credit in a subject	
<b>Sum of</b>	<b>42</b>
<b>Total (contact hours + student's own work)</b>	<b>60</b>

**2 ECTS**

1.including the number of ECTS credits for contact hours with the direct participation of an academic teacher **0.5 ECTS**

2.including the number of ECTS credits for hours carried out in the form of independent work **1.5 ECTS**



<b>Classes with a practical profile</b>	
<b>Types of classes</b>	<b>Number of hours</b>
Participation in laboratory exercises	9
Preparing for practical credit	51
<b>Sum of</b>	<b>60</b>
Number of ECTS credits for practical classes	<b>ECTS 2</b>
<b>Basic literature: (up to 3 items)</b> 1. N.R. Tague, The Quality Toolbox, ASQ Quality Press, Milwaukee 2024. 2. J. A. Defeo, Juran's Quality Handbook. The Complete Guide to Performance Excellence, McGraw Hill Book Co, New York 2023.	
<b>Supplementary literature:</b> S. Luthra, D. Garg, A. Agarwal, S.K. Mangla, Total Quality Management, Taylor & Francis Ltd, Abingdon-on-Thames 2020.	
<b>Acceptance of the Vice-Rector:</b>	