**SYLLABUS**

**regarding the qualification cycle FROM 2024 TO 2025**

1. Basic Course/Module Information

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| Course/Module title | Total Quality Management |
| Course/Module code \* | E/IIE/C.6 |
| Faculty (name of the unit offering the field of study) | College of Social Sciences |
| Name of the unit running the course | Institute of Economics and Finance |
| Field of study | Economics / International Business – Cross Cultural Aspects |
| Qualification level  | Master's degree |
| Profile | General academic |
| Study mode | Full-time |
| Year and semester of studies | II/3 |
| Course type | Specialized contents group |
| Language of instruction | English |
| Coordinator | Tomasz Hermaniuk, PhD |
| Course instructor | Tomasz Hermaniuk, PhD |

\* - as agreed at the faculty

1.1.Learning format – number of hours and ECTS credits

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Semester(n0.) | Lectures | Classes | Colloquia | Lab classes | Seminars | Practical classes | Internships | others | **ECTS credits**  |
| 3 |  | 30 |  |  |  |  |  |  | 5 |

1.2. Course delivery methods

- conducted in a traditional way

- involving distance education methods and techniques

1.3. Course/Module assessment (exam, pass with a grade, pass without a grade)

Exam

2. Prerequisites

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| Basic knowledge of business processes and management. |

3. Objectives, Learning Outcomes, Course Content, and Instructional Methods

3.1. Course/Module objectives

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| --- | --- |
| O1 | Presentation of the TQM philosophy and its creators. |
| O2 | Presentation of the tools to shape the quality and possibilities of their use. |
| O3 | Development of the ability to use the terminology associated with quality management. |
| O4 | Development of practical skills to use the tools to shape the quality of products and services. |

3.2. Course/Module Learning Outcomes (to be completed by the coordinator)

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| --- | --- | --- |
| Learning Outcome | The description of the learning outcome defined for the course/module | Relation to the degree programme outcomes |
| LO\_01 | Lists and describes the basic problems related to the area of Total Quality Management (Deming cycle, quality circles, continuous improvement, process, quality). | K\_W01K\_U12K\_K01 |
| LO\_02 | Characterizes fundamental trends, names and lists creators and their contribution to the philosophy of TQM. | K\_W02K\_W03 |
| LO\_03 | Recognizes the interrelationships and dependencies between the elements that determine the ultimate level of quality of the company's offerings. | K\_W04K\_W05K\_U01 |
| LO\_04 | Uses in practice learned tools of assuring quality. | K\_U02K\_U03K\_K04 |
| LO\_05 | Understands the complex impact of TQM philosophy on the overall functioning of the enterprise and the economy. | K\_W07K\_U03 |

**3.3. Course content (to be completed by the coordinator)**

Classes, tutorials/seminars, colloquia, laboratories, practical classes

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| Content outline |
| Introduction to Total Quality ManagementBasic concepts and definitions: quality, quality management, continuous improvement, process approach, TQM framework, benefits, awareness and obstacles, TQM culture. |
| Principles and philosophies of quality managementQuality Management - the evolution of approaches to the problem of forming quality - various points of view and priorities. |
| Overview of the contributions of Deming, Juran, Crosby, Feigenbaum, Ishikawa techniquesParameter and tolerance designConception of Quality Circles. |
| Quality systems organizing and implementation.Introduction to ISO quality management systems – guidelines for performance improvements.Preparing for ISO standards implementation. |
| Process of QS implementationDocumentation of the ISO standards,Quality Audits.  |
| TQM philosophy in practice:* leadership – quality council, employee involvement, motivation, empowerment, recognition and reward,
* quality – vision, mission and policy statements,
* Customer Focus – customer perception of quality,
* translating needs into requirements, customer retention,
* dimensions of product and service quality.
* costs of quality.
 |
| Tools and techniques for quality management:* Quality functions development (QFD) - benefits, voice of customer, information organization,
* House of Quality (HOQ), building a HOQ, QFD process,
* Failure mode effect analysis (FMEA) – requirements of reliability, failure rate, FMEA stages, design, process and documentation.
 |
| Practical use of the Ishikawa diagram to analyze the potential problems concerning the implementation of any business venture. |
| Quality systems organizing and implementation – practical issues:* Introduction to ISO quality management systems – guidelines for performance improvements,
* Preparing for ISO standards implementation,
* documentation of the ISO standards,
* Quality Audits.
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3.4. Methods of Instruction

Multimedia presentation with audio-visual materials, moderated discussion, analysis and interpretation of primary sources, case studies, preparation of reports, collaborative problem solving.

4. Assessment techniques and criteria

4.1 Methods of evaluating learning outcomes

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| Learning outcome | Methods of assessment of learning outcomes (e.g. test, oral exam, written exam, project, report, observation during classes) | Learning format (lectures, classes,…) |
| LO-01 | test | classes |
| LO-o2 | test | classes |
| LO-03 | observation during classes, project | classes |
| LO-04 | observation during classes, project | classes |
| LO-05 | project | classes |

4.2 Course assessment criteria

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| Final credit covers assessment in three fields: - Project realized in group – 50% of final grade, - Final test – written examination – 50% of final grade. Gathering 51% and more points allows to get the credit. |

5. Total student workload needed to achieve the intended learning outcomes

– number of hours and ECTS credits

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| --- | --- |
| Activity | Number of hours |
| Scheduled course contact hours | 30 |
| Other contact hours involving the teacher (consultation hours, examinations) | 15 |
| Non-contact hours - student's own work (preparation for classes or examinations, projects, etc.) | 80 |
| Total number of hours | 125 |
| Total number of ECTS credits | 5 |

\* One ECTS point corresponds to 25-30 hours of total student workload

6. Internships related to the course/module

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| --- | --- |
| Number of hours | *-* |
| Internship regulations and procedures | *-* |

7. Instructional materials

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| Compulsory literature:H. Dale, P.E, Besterfield, *Total Quality Management: International Edition*, Pearson Higher Education, 2009.Quality management for organizational excellence : introduction to total quality / David L. Goetsch, Stanley B. Davis. - 6. ed. - Upper Saddle River, NJ : Pearson Education, cop. 2010. |
| Complementary literature: H. Dale, P.E. Besterfield, *Quality Control: International Edition*, Pearson Higher Education, 2009.B.R. Patton, T.M. Downs, *Decision-Making Group Interaction: Achieving Quality*, Allyn & Bacon, 2003. |

Approved by the Head of the Department or an authorised person