

STUDY MODULE DESCRIPTION FORM		
Name of the module/subject Quality management in services		Code 1011105331011125181
Field of study Engineering Management - Part-time studies -	Profile of study (general academic, practical) general academic	Year /Semester 2 / 3
Elective path/specialty Production and Operations Management	Subject offered in: Polish	Course (compulsory, elective) elective
Cycle of study: Second-cycle studies	Form of study (full-time, part-time) part-time	
No. of hours Lecture: - Classes: 10 Laboratory: - Project/seminars: -		No. of credits 3
Status of the course in the study program (Basic, major, other) other		(university-wide, from another field) university-wide
Education areas and fields of science and art		ECTS distribution (number and %)
Responsible for subject / lecturer:		
dr inż. Małgorzata Jasiulewicz-Kaczmarek, email: malgorzata.jasiulewicz-kaczmarek@put.poznan.pl, tel. (0-prefiks-61) 665 3364 Katedra Ergonomii i Inżynierii jakości, ul. Strzelecka 11, 60-965 Poznań		
Prerequisites in terms of knowledge, skills and social competencies:		
1	Knowledge	Knowledge in the field of the theory of business management and quality management.
2	Skills	He can use techniques appropriate to the tasks typical of engineering
3	Social competencies	Is aware of the importance and understands the non-technical aspects and effects of engineering activities, including its impact on the environment and the related responsibility for decisions
Assumptions and objectives of the course:		
Preparing students for the implementation and operation of pro-quality systems in organizations providing services. Work on the documentation and its improvement in the scope of the requirements of the appropriate standard or integrated system. The case study concerns: a hospital, bank, school, gastronomy, construction, and state administration.		
Study outcomes and reference to the educational results for a field of study		
Knowledge:		
1. He has knowledge about connections existing in corporations and holdings and in-depth knowledge about organizational relationships occurring between organizational units of a company - [K2A_W06] 2. has in-depth knowledge of legal norms, their sources, changes and ways to influence organizations - [K2A_W12] 3. has in-depth knowledge of ethical standards, their sources, nature, changes and ways of influencing organizations - [K2A_W13]		
Skills:		
1. Has the ability to use the acquired knowledge in various fields and forms, extended by a critical analysis of the effectiveness and usefulness of the applied knowledge - [K2A_U06] 2. critically select data and methods of analysis - [K2A_U02] 3. is able to properly analyze the causes and course of social processes and phenomena (cultural, political, legal, economic), formulate their own opinions on the subject and make simple research hypotheses and verify them - [K2A_U03] 4. efficiently uses normative systems, norms and rules (legal, professional, ethical) or is able to use them to solve specific problems, has an extended ability in relation to a selected category of social ties or a selected type of norms - [K2A_U05] 5. has the ability to independently propose solutions to a specific management problem and carry out a procedure to take decisions in this regard - [K2A_U07]		
Social competencies:		

1. is able to plan and manage business ventures - [K2A_K07]
2. is aware of the responsibility for his own work and readiness to comply with the rules of working in a team and taking responsibility for the tasks carried out jointly - [K2A_K02]
3. can see causal relationships in the implementation of goals and rank the importance of alternative or competitive tasks - [K2A_K03]
4. is aware of the interdisciplinary knowledge and skills needed to solve complex organizational problems and the need to create interdisciplinary teams - [K2A_K06]

Assessment methods of study outcomes

Forming rating:
 based on an assessment of the current progress of task implementation.

Summary rating:
 based on the exercise report.
 based on the final test.

Course description

-The essence and importance of quality management services. Identification of features characterizing services. Studying processes and relations between them. Analysis of objective evidence (records) confirming the effectiveness and efficiency of the service. Evaluation of input data (customer requirements) necessary for the design of a service quality management system. Optimization of documentation and description of processes. Testing the level of service quality (service quality model). Analysis of the consequences of non-compliance with the quality management system in services. Supervision, monitoring and control, service quality plan.

Teaching methods: team work

Basic bibliography:

1. 1. Jasiulewicz-Kaczmare M., Misztal A., Projektowanie i integracja systemów zarządzania projakościowego, WPP, Poznań 2014
2. 2. Broniewska G.: Jakość usług i dobre praktyki w administracji publicznej. ?Zarządzanie i Finanse?, nr 1, cz. 3, 2012.
3. Czerw A., Religioni U., Olejniczak D., Metody pomiaru oraz oceny jakości świadczonych usług w podmiotach leczniczych, Probl Hig Epidemiol 2012, 93(2), s. 269-273
4. Brdulak J., Wyzwania w zarządzaniu jakością na uczelniach w Polsce ? dobre praktyki, EDUKACJA EKONOMISTÓW I MENEDŻERÓW | 3 (37) 2015, s. 13?21 http://www.ujk.edu.pl/bip/files/jakosc/Wyzwania_w_zarządzaniu_jakoscia.pdf

Additional bibliography:

1. PN-EN ISO 9000:2015 "Systemy zarządzania jakością - terminologia";
2. ISO 9000:2015 "System zarządzania jakością - terminologia";

Result of average student's workload

Activity	Time (working hours)
1. Preparations for classes	10
2. Classes	10
3. consultations	10
4. final test	1

Student's workload

Source of workload	hours	ECTS
Total workload	31	3
Contact hours	11	1
Practical activities	10	2