

STUDY MODULE DESCRIPTION FORM		
Name of the module/subject Quality management in services		Code 1011102331011105181
Field of study Engineering Management - Full-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) full-time	
No. of hours Lecture: - Classes: - Laboratory: 15 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. Anna Mazur email: anna.mazur@put.poznan.pl tel. 00 48 61 665 33 65 Faculty of Engineering Management ul. Strzelecka 11 60-965 Poznań		Responsible for subject / lecturer: dr inż Małgorzata Jasiulewicz-Kaczmarek email: malgorzata.jasiulewicz-kaczmarek@put.poznan.pl tel. 00 48 61 665 33 65 Faculty of Engineering Management ul. Strzelecka 11 60-965 Poznań
Prerequisites in terms of knowledge, skills and social competencies:		
1	Knowledge	Knowledge of the theory basics regarding business management and quality management.
2	Skills	Can use the appropriate techniques to implement the tasks that are typical of engineering activity.
3	Social competencies	Is aware of and understands the non-technical aspects and consequences of engineering activity, including its impact on the environment and the associated responsibility for decisions.
Assumptions and objectives of the course: Preparing students for the implementation and exploitation of the pro quality systems, in organisations which provide services. Work on documentation and its improvements within the requirements of an appropriate standard or an integrated system. Case study: a hospital, a bank, a school, catering, construction, public administration.		
Study outcomes and reference to the educational results for a field of study		
Knowledge:		
1. Has the knowledge about the relationship occurring in companies and holdings and in-depth knowledge of organizational relationships occurring between organizational units company - [K2A_W06]		
2. Has an in-depth knowledge of legal standards, their sources, changes and ways to influence organizations - [K2A_W12]		
3. Has in-depth knowledge of the ethical standards of their sources, nature, changes and impact on the organizations - [K2A_W13]		
Skills:		
1. Has the ability to use knowledge gained in different areas and forms, extended by a critical review of the effectiveness and suitability of the applied knowledge - [K2A_U06]		
2. Can critically choose the analysis data and methods - [K2A_U02]		
3. Can properly analyze the causes and course of social phenomena and processes (cultural, political, legal, economic), formulate his own opinions on this subject and come up with simple hypotheses as well as verify them - [K2A_U03]		
4. Effectively uses the normative systems, standards and rules (legal, professional, ethical), or e can use them to solve specific problems, has enhanced the ability in relation to the selected category of social ties or the preferred types of norms - [K2A_U05]		
5. It has the ability to propose solutions to a particular problem and to take procedures aimed at reaching a consensus in this area - [K2A_U07]		
Social competencies:		

<p>1. Is able to plan and manage business ventures - [K2A_K07]</p> <p>2. Is aware of the responsibility for their own work and is willing to comply with the principles of team work and takes responsibility for cooperative tasks - [K2A_K02]</p> <p>3. Can detect dependencies in terms of cause and effect consequences in the process of objectives implementation. He can also rank the alternative or competing tasks according to their relevance - [K2A_K03]</p> <p>4. Is aware of the interdisciplinary of knowledge and skills that are needed to solve complex problems of an organization and a necessity to create interdisciplinary teams - [K2A_K06]</p>
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Assessment methods of study outcomes
<p>Formative assessment:</p> <ul style="list-style-type: none"> - on the basis of the current work progress - on the basis of the answers to open question connected with the covered material during the previous classes <p>Collective assessment:</p> <ul style="list-style-type: none"> - on the basis of laboratory report - on the basis of the final test

Course description
<p>The essence and the importance of service quality management. Identification of the service characteristics . Examination of the processes and the relationship between them. Analysis of the objective evidence (records) confirming the effectiveness and efficiency of the service implementation. Evaluation of input data (customer requirements) necessary for the design of the quality management system. Optimization of the documentation and description of the processes. Simulation of exploitation of the implemented pro quality system. Study of the quality level of service (service quality model). Analysis of the noncompliant effects with the quality management system in services. Supervision, monitoring and control, the quality of the service implementation.</p>

<p>Basic bibliography:</p> <ol style="list-style-type: none"> 1. Konarzewska-Gubała E Zarządzanie przez jakość. Koncepcje, metody przypadków, studia (Management by the quality. Concepts, methods), WAE Wrocław 2003 2. Rogala P. Brzozowski T Systemy zarządzania jakością i środowiskiem WAE (Quality and environment management systems, WAE)Wrocław 2007 3. Hamrol A., Mantura W Zarządzanie jakością. Teoria i praktyka (Quality management. Theory and practice) PWN Poznań 2005 4. Hamrol A. Zarządzanie jakością z przykładami (Quality management with examples)PWN Warszawa 2008 5. Senge P. Piąta dyscyplina. Materiały dla praktyków (The fifth discipline Materials for practitioners) 2008 6. Łunarski J Zarządzanie jakością. Standardy i zasady (Quality management. Standards and policies) WNT Warszawa 2008 7. Kardas A Zarządzanie w przedsiębiorstwie - środowisko, procesy, systemy, zasoby (Management in an enterprise environment, systems, processes, resources)Wydawnictwo Dyfin 2008 8. Bagieński J Menadżer jakości. Jakość, środowisko, bezpieczeństwo (Quality Manager. Quality, environment, safety)PWN Warszawa 2000 9. Wolniak R., Skotnicka B Metody i narzędzia zarządzania jakością (Quality management methods and tools). Teoria Wydawnictwo Politechniki Śląskiej 2007 10. Jedliński M Jakość w nowoczesnym zarządzaniu (Quality in modern management) Szczecin 2000 11. Olejnik T., Wieczorek R. Kontrola i sterowanie jakością (Control and quality management)PWN Warszawa 12. Karaszewski R. Zarządzanie jakością. Koncepcje, metody i narzędzia stosowane przez liderów światowego biznesu (Quality management. Concepts, methods and tools used by global business leaders)wydawnictwo dom Organizatora Toruń 2005 13. Bugdoł M Zarządzanie jakością w urzędach administracji publicznej (Quality management in administrative institutions) DIFIN 2008 14. Opolski K. Modzelewski P. Zarządzanie jakością w usługach publicznych (Quality management in public services) CEDEWU, 2008
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<p>Additional bibliography:</p> <ol style="list-style-type: none"> 1. Opolski K. Monitorowanie jakości w banku (Quality monitoring in a bank)CEDEWU 2004 2. Lock D Podręcznik zarządzania jakością (Quality management manual), wydawnictwo PWN 2002

Result of average student's workload

Activity	Time (working hours)
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1. Preparations for classes	10	
2. Laboratory	15	
3. Consultation	20	
4. Individual work	25	
5. Report presentation and a final test	5	
Student's workload		
Source of workload	hours	ECTS
Total workload	75	3
Contact hours	40	2
Practical activities	15	1