STUDY MODULE DESCRIPTION FORM

Name of the module/subject	Code
Quality management in services	**1011105231011105181**

Field of study	Profile of study (general academic, practical)	Year /Semester
Engineering Management - Part-time studies -	**(brak)**	**2 / 3**
Elective path/specialty	Subject offered in:	Course (compulsory, elective)
Production and Operations Management	**Polish**	**elective**

Cycle of study:	Form of study (full-time,part-time)
Second-cycle studies	**part-time**

No. of hours	No. of credits
Lecture: **-** Classes: **10** Laboratory: **-** Project/seminars: **-**	**3**

Status of the course in the study program (Basic, major, other)	(university-wide, from another field)
(brak)	**(brak)**

Education areas and fields of science and art	ECTS distribution (number and %)

Responsible for subject / lecturer:

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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 wor

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, EDUK ACJA EKONOMISTÓW I MENEDŻERÓW | 3 (37) 2015, s. 13?21 http://www.ujk.edu.pl/bip/files/jakosc/Wyzwania_w_zarzadzaniu_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	20
2. Classes	10
3. consultations	40
4. final test	1
5. Discussion of test results	4

Student's workload

Source of workload	hours	ECTS
Total workload	75	3
Contact hours	40	2
Practical activities	35	1