

COURSE GUIDE

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| <u>Subject name</u> | PROCEDURES FOR OBTAINING QUALITY MARKS |
| <u>The implementing entity</u> | Institute of Engineering Production |
| <u>The person responsible for preparing</u> | Dr Joanna Rosak-Szyrocka |
| <u>ECTS points</u> | 2 |

TEACHING METHODS – NUMBER OF HOURS PER SEMESTER

| LECTURE | CLASS | LABORATORY | PROJECT | SEMINAR |
|-----------|-----------|------------|---------|---------|
| 15 | 15 | | | |

COURSE AIMS

- C1. Understanding the basic issues of quality marks, quality competitions and quality awards.
- C2. The ability to build an algorithm for the chosen quality mark.
- C3. The ability to distinguish between quality marks, awards and quality competitions.

ENTRY REQUIREMENTS FOR KNOWLEDGE, SKILLS AND OTHER COMPETENCES

- 1. Basic knowledge of manufacturing processes.
- 2. Knowledge of the economy functioning.
- 3. Ability to perform mathematical calculations.

LEARNING OUTCOMES

- EK 1 - Student uses the concepts of quality management.
- EK 2 – Student has knowledge of the types of quality marks.
- EK 3 – Student distinguishes Quality Award.
- EK 4 - Student has a theoretical basis for accreditation and certification in the enterprise.
- EK 5 – Student can build an algorithm to apply for a sign of quality.

COURSE CONTENT

| Type of teaching – LECTURES 30 HOURS | Number of hours |
|---|-----------------|
| W1 - Basic concepts of quality. Total Quality Management (TQM) in enterprises. | 1 |
| W2 - Quality Marks in companies. | 1 |
| W3 - Polish Quality Award for the best companies using TQM Quality Management. | 1 |
| W4-W5 - Regional Quality Award. | 2 |
| W6-W8 – Quality marks. | 3 |
| W9-W10 – Control marks. | 2 |
| W11-W12 – Marks B and CE. | 2 |
| W13 – Quality marks of wool products. | 1 |
| W14 – Quality competitions, quality marks and quality prizes as determinant of provided services quality. | 1 |

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| W15 – ECO – marks. | 1 |
| Type of teaching – PROJECT 15 HOURS | No. of hours |
| C1-C5 - Grouping of quality marks, depending on the industry. Determination the conditions to be met by the company to be able to apply for the character quality. | 5 |
| C6-C10 - Principles of construction algorithm. Construction the algorithm on the selected character quality example. | 5 |
| C11 – Brainstorm concerning the determination of benefits is established from applying for the competition, character, quality award. | 1 |
| C12, C13 - Analysis of the levels of excellence EFQM model on the example of selected companies | 2 |
| C14- Analysis of the self-assessment carried out on the selected company | 1 |
| C15 – Final test | 1 |

TEACHING TOOLS

1. Books and monographs
2. Audiovisual presentation
3. Case study

WAYS OF ASSESSMENT (F – FORMATIVE, P – SUMMATIVE)

- F1. Evaluation of the implementation tasks in the classroom.
 F2. Observation of students' work in the classroom.
 P1. Final test.

BASIC AND SUPPLEMENTARY RESOURCE MATERIALS

| Basic resources: | |
|---------------------------------|--|
| 1. | Borkowski S., Rosak-Szyrocka J.: Procedury uzyskiwania znaków jakości. Procedures for obtaining quality marks. Politechnika Częstochowska, Częstochowa 2009. |
| 2. | Borkowski S., Corejova T., Rosak-Szyrocka J.: Determinanty jakości usług medycznych. Determinants of medical services' quality. Katowice 2010. |
| Supplementary resources: | |
| 1. | Journal Problemy Jakości |
| 2. | Journal Zarządzanie Jakością |

TEACHERS (NAME,SURNAME, ADRES E-MAIL)

1. Joanna Rosak-Szyrocka asros@op.pl