



COURSE DESCRIPTION CARD - SYLLABUS

Course name

Designing and auditing quality management systems

Course

Field of study

Year/Semester

Management engineering

2/3

Area of study (specialization)

Profile of study

Enterprise Resources and Process Management

general academic

Level of study

Course offered in

Second-cycle studies

Polish

Form of study

Requirements

part-time

compulsory

Number of hours

Lecture

Laboratory classes

Other (e.g. online)

10

Tutorials

Projects/seminars

10

10

Number of credit points

2

Lecturers

Responsible for the course/lecturer:

Responsible for the course/lecturer:

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Professor

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Prerequisites

Basic knowledge of enterprise management, quality management and project management

Course objective

Understanding the basic principles of designing quality management systems. Ability to formulate design assumptions, identify input data for designing, indicate possible variants of implementing the requirements of standards in real conditions in enterprises. Ability to prepare and implement audits of the quality management system



Course-related learning outcomes

Knowledge

- knows the requirements of quality management standards [P7S_WG_01],
- knows the conditions of designing quality management systems[P7S_WG_04],
- knows the stages and phases of designing quality management systems [P7S_WG_06],
- knows the principles and methods of implementing audit activities [P7S_WG_09, P7S_WK_01].

Skills

- can interpret the requirements of quality management standards [P7S_UW_04, P7S_UW_08],
- justify the need to use documented information, its form and carrier for the requirements of specific product / service provision processes [P7S_UW_04, P7S_UW_06],
- identifies information necessary to analyze the effectiveness of processes [P7S_UW_06],
- can analyze data and information obtained from implemented processes [P7S_UW_07, P7S_UW_09]
- can carry out internal audits and prepare post-audit documentation [P7S_UW_07, P7S_UW_09].

Social competences

- recognizes the cause-and-effect relationship between events / inconsistencies and can rank and prioritize them [P7S_KK_02],
- sees the need to work in a team and is able to define tasks related to the implementation of the project [P7S_KK_01],
- respects the principle of professional ethics [P7S_KR_01].

Methods for verifying learning outcomes and assessment criteria

Learning outcomes presented above are verified as follows:

Formative assessment:

- exercises: assessment of current progress of task implementation
- lectures: answers to questions about the content of previous lectures,
- project: assessment of the current progress of the project task

Summative rating:

- exercises: presentation of reports on exercises performed (arithmetic average of partial grades);
- lectures: Tests consist of 20-30 questions (test), scored on a two-point scale of 0, 1. Passing threshold: 50% of points. Assessment issues on the basis of which questions are prepared are based on the content provided to students during lectures, and additional materials indicated by the teacher.



c) project: a project task presented to the teacher and its presentation

Programme content

Requirements for quality management standards, examples of interpretation of requirements. Stages of designing quality management systems, methods supporting the implementation of project activities. Basics of auditing management systems. Types of audits, audit principles, audit objectives, system, process and product audit. Stages and audit process of the internal quality management system (initiating the audit, determining the feasibility of the audit, preparing audit activities, reviewing documents, preparing the audit plan, preparing working documents). Conducting internal audits (opening meeting, communication during the audit, guides and observers, collecting and verifying information). Identifying discrepancies and documenting audit results (developing audit findings, preparing audit conclusions, conducting a closing meeting, preparing and disseminating an audit report, completing the audit)

Teaching methods

- 1) Lecture: multimedia presentation, illustrated with examples on the board, discussion.
2. Exercises: multimedia presentation illustrated with examples given on a blackboard and performance of tasks given by the teacher - practical exercises.
- 3) Project: multimedia presentation illustrated with examples given on the board and discussion of the concept of possible solutions to the design task

Bibliography

Basic

Jasiulewicz-Kaczmarek M., Misztal A. Projektowanie i integracja systemów zarządzania pro jakościowego, Wydawnictwo PP 2014

Hamrol A., Zarządzanie i inżynieria jakości, PWN Warszawa 2017

Pacana A., Stadnicka D., Nowoczesne systemy zarządzania jakością zgodne z normą ISO 9001:2015, Wydawnictwo Politechniki Rzeszowskiej 2017

PN-EN ISO 9000:2015 System zarządzania jakością - Podstawy i terminologia

PN-EN ISO 9001:2015 Systemy zarządzania jakością - Wymagania

PN-EN ISO 19011:2018 Wytyczne dotyczące auditowania systemów zarządzania

Additional

Bugdoł M., System Zarządzania Jakością Według Normy ISO 9001:2015, Wydawnictwo OnePress 2018

Red A Stabryła, Analiza i projektowanie systemów zarządzania przedsiębiorstwem 2009



https://www.academia.edu/29010360/Analiza_i_projektowanie_system%C3%B3w_zarz%C4%85dzania_przedsi%C4%99biorstwem_red._A._Stabry%C5%82a

Journals:

„Problemy jakości”

Breakdown of average student's workload

| | Hours | ECTS |
|--|-------|------|
| Total workload | 50 | 2,0 |
| Classes requiring direct contact with the teacher | 30 | 1,5 |
| Student's own work (literature studies, preparation for laboratory classes/tutorials, preparation for tests, project preparation) ¹ | 20 | 0,5 |

¹ delete or add other activities as appropriate