# COURSE DESCRIPTION CARD

NOTE: If the course includes lectures and classes, the Course Description Card applies to both types of instruction.

**1.** Course title:
**International Quality Standards**

**2.** Course code:
Number of ECTS credits: 2
Course completion mode: Z
Course commenced / Year 3

**3.** Major: International Business

**4.** Department of major coordinator: Department of Consumption Research

**5.** Name of course instructor
Lecture: Ewa Czyż-Gwiazda, Ph.D.
**Examiner: Ewa Czyż-Gwiazda, Ph.D.**

**6.** Department of course instructor: Department of Enterprise Management

**7.** Number of contact hours with students:

| Type of instruction | Full-time study | Part-time study |
|---|---|---|
| lectures | 14 | |
| classes | | |
| foreign language classes | | |
| lab classes | | |
| seminars | | |
| e-learning | | |
| other | | |
| **Total hours** | 14 | |
| examination (hours) | | |

**8.** Course timeframe - no. of semesters: 1

Course commencement / Year 3

Course commencement / Semester 6

**9.** Level of tertiary education: Bachelor

**10.** Course status
☐Elective

**11.** Course prerequisites
Compulsory:
Recommended:

**12.** Course objectives:

- to introduce students to the international quality standards as a tool of implementation TQM strategy in organizations;
- to show practical implications of implementing quality management standard to the organization;
- to present an international self assessment standard to management system of the organization.

**13.** Teaching and learning methods:

**A.** Direct student-instructor contact:

| No. | Teaching methods | Description | Number of hours | |
|---|---|---|---|---|
| | | | Full-time study | Part-time study |
| 1. | Lecture | active lecture using multimedia techniques with class discussion, brainstorming, team working, case studies, test | 14 | |
| Total | | | AS:14 | AN: |

**B.** Self-study:

| No. | Learning methods | Description | Number of hours | |
|---|---|---|---|---|
| | | | Full-time study | Part-time study |
| 1. | Cause-and-effect studies with the use of literature | the couse and effect study with the use of subject literature | 24 | |
| 2. | Analysis of source materials | further literature analysis | 10 | |
| 3. | Own work | Preparation to lectures included preparation of project with ppt presentation | 8 | |
| 4. | Analysis of notes from the course | analysis of lecture notes | 4 | |
| Total | | | BS:46 | BN: |

Total AS+BS = 60
Examination (E) = …….
Total AS+BS+E= 60

Total AN+BN = …….
Examination (E) =…….
Total AN+BN+E = …….

**14.** Key words: Total Quality Management

15. Course content:

Treść przedmiotu:

1. Introduction to quality management - quality, competitiveness, social responsibility, short history of quality movement and first look at TQM concept, principles of quality management.
2. ISO 9001 certification as a TQM implementation way - pros and cons of standardization, implementation and certification of quality management system according ISO 9001 as a profitable investment, the idea of ISO 9000 ff and its structure, history of ISO, levels of standardizations - international, European and national bodies of standardization; the ISO 9001 standard.
3. From practitioners perspective: quality management system implementation roadmap - accreditation, certification and implementation process of quality management system (QMS), types of audits.
4. From practitioners perspective: certification process according international ISO standards worldwide - ISO survey (benchmarking and progress during years in certification process worlwide)
5. Self assessment according ISO 9004, ISO 10014, EFQM
6. Project presentation, test

**16.** Course learning outcomes as related to the learning outcomes of the major and methods for assessing student attainment

| Intended learning outcomes of the major / Symbols | Intended learning outcomes of the course | Methods for assessing student learning outcomes | Documentation |
|---|---|---|---|
| | Knowledge | | |
| IB1_K05# | Student has acquired elementary knowledge of international quality standards, knows the positions of standards in the law and normalization system and knows international and national organizations for standardization and certification. Knows basic tools and methods of quality management. | Test, activity during lectures | Test |
| IB1_K07# | Student is familiar with basic standards of managing international business, especially knows quality management system end environment management system. | Test, activity during lectures | Test |
| | Skills | | |
| IB1_S11# | Student is able to acquire knowledge from various sources. Can apply elementary theoretical knowledge of international quality standards to design different parts of QMS, to assess management system (9004, 10014) and to improve it. Can develop own educational way. | Activity during lectures | Activity during lectures |
| | Social competences | | |
| IB1_C01# | Student is prepared to acquire and improve knowledge of international quality standards. Is ready to assess own knowledge in this area. Is ready to develop knowledge and skills also with the help of external experts. | Activity during lectures | Activity during lectures |
| IB1_C04# | Student is ready to initiate, cooperate and engage in the preparation of international projects in the field of auditing management systems for various organizations. | Activity during lectures | Activity during lectures |
| IB1_C06# | Student is ready to responsibly perform professional roles in auditing management systems. | Activity during lectures | Activity during lectures |

**17.** Method for determining the final course grade:

| No. | Methods for awarding credits and course completion requirements | Description | Percentage of the final course grade* |
|---|---|---|---|
| 1. | Written test | test | 70 |
| 2. | Class activity | activity during lectures, class discussion, team working, case studies, preparation of project with ppt presentation, project presentation | 30 |

* If students are required to obtain both a class grade and an exam grade, the class grade constitutes at least 30% of the final course grade.

**18.** Reading list

Mandatory readings:

1. Oakland J.S.: Total Quality Management. Text with cases. Wyd. Butterworth & Heinemann, Oxford, 2003.
2. PN-EN ISO 9000:2015-10 Systemy zarządzania jakością. Podstawy i terminologia.. Wyd. PKN,

Warszawa, 2016. (Quality management systems. Fundamentals and vocabulary)
3. PN-EN ISO 9001:2015-10 Systemy zarządzania jakością. Wymagania. Wyd. PKN, Warszawa, 2016. (Quality management systems. Requirements)
4. Norma PN-EN ISO 9004:2018-06 Zarządzanie jakością. Jakość organizacji. Wytyczne osiągnięcia trwałego sukcesu.. Wyd. PKN, Warszawa, 2018. (Quality management - Quality of an organization - Guidance to achieve sustained success (ISO 9004:2018))
5. PN-EN ISO 19011:2018-08 Wytyczne dotyczące auditowania systemów zarządzania. Wyd. PKN, Warszawa, 2018. (Guidelines for auditing management systems)
6. ISO 10014:2006 Quality management - Guidelines for realizing financial and economic benefits. Wyd. ISO, 2006.
7. Kiran D.R.: Total Quality Management: Key Concepts and Case Studies. Wyd. BSP Books Pvt. Ltd. Published by Elsevier, UK, 2017.
8. EFQM; 9. EN ISO 14001:2005 Environmental management systems - Requirements with guidance for use, ISO, 2005. (new ISO 14001:2015)

Suggested readings:
1. Oakland J.S.: Total Quality Management. Butterworth&Heinmann 1997.
2. www.iso.org;
3. www.european-acreditation.org;
4. www.efqm.org;
5. www.juran.com;
6. www.goalqpc.com

**19.** Language of instruction: English

**20.** Course instructors' recommendations:

Multimedia classroom, Ms Office