

Module: Quality Management

Lecturer: Dr. Małgorzata Jaworska

Semester: Winter/Summer

Hours: 15

Type: Lecture

Credit: Students' project

ECTS:6

Definitions of quality. Dimensions of quality. Controlling and managing the quality of products as a primary challenge in today's organizations. The customer as the final judge when it comes to quality. Expectations and perceptions as important matters concerning technical and functional aspects of the product. Activities in quality management: quality planning, quality control, quality assurance and quality improvement. Implementing the quality policy.

The process approach as a management strategy. Process approach and Quality Management Systems. Interaction between processes. Total Quality Management. The eight elements of TQM and their tools. 14 Deming points. PDCA Cycle. ISO standards. Six steps of Six Sigma.