

QUALITY MANAGEMENT

Title of Study Programme and Code		Type (compulsory/optional)	Cycle	Year of study when the component is delivered (if applicable)
Transport Business 6531LX074		Compulsory	1 st	3 rd year
Semester/trimester when the component is delivered		Number of ECTS credits allocated	Language of instruction	Mode of delivery (face-to-face/e-learning/...)
5 th		3 ECTS	English	Face-to-face, e-learning
Learning outcomes			Study methods	Assessment methods
After completion of the study subject, a student should be able:			Lectures; Group work; Interpretation of concepts; Analysis of the solution; Solution of the individual tasks; Simulation.	Written exam; Test; Defense of the individual homework.
LO 1	To explain principles of product's quality assurance and procedures of quality control performance.			
LO 2	To explain the concept of service quality and measurements techniques.			
LO 3	To describe evolution of quality management, essence of quality and total quality management.			
LO 4	To base the importance of quality system elements – quality police, aims, areas of assessment, procedures, etc. formation to the organization.			
LO 5	To explain the quality methods, standards and their implementation in the organization.			
LO 6	To understand total quality management differences form internal and external environments.			
LO 7	To evaluate the possibilities of activities improvement in the context of quality control			
LO 8	To explain principles and levels of standardization, certification and regulations.			
LO 9	To describe types of social responsibility, forms of expression, levels and progress of the implementation.			
LO 10	To evaluate the environmental management and quality management systems implementation in organizations.			

LO 11	To explain principles of product's quality assurance and procedures of quality control performance.		
LO 12	To explain the concept of service quality and measurements techniques.		
LO 13	To describe evolution of quality management, essence of quality and total quality management.		
Prerequisites (these courses must be successfully completed prior to taking this particular course)			
Fundamentals of Management			
Course content			
<ol style="list-style-type: none"> 1. Quality and its management conceptions (concepts and terms, characteristics and indicators, quality management development). 2. Quality systems (standards, structure, principles, requirements, quality assurance system). 3. Social responsibility (liability), environment protection and quality management systems and their implementation. 4. Standardization (aims, objects, principles, certification and accreditation, metrology). 5. Quality management (standards, quality management systems and principles, total quality and its management). 6. Product quality and its measurement (production quality, measurements quality, exploitation quality, presentation ways of finished products for control, selection of the control plan, control performance order). 7. Service quality and its measurement (conception of services quality, services quality system and standards, models and measurement). 8. Quality control, methods and ways (continuous control, spot-check, quality audit). 			
Recommended or required reading and other learning resources/tools			
<ol style="list-style-type: none"> 1. Michael E. Milakovich (2006). Improving service quality in the global economy: achieving high performance in public and private sectors. Boca Raton (Fla.): Auerbach Publications. 2. Abdul Razzak Rumane (2017). Quality Management in Construction Projects (Systems Innovation Book Series). CRC Press. 			