

Subject card

Subject name and code	Total Quality Management and Business Excellence (TQM and BE), PG_00179811						
Field of study	Finance and Accounting, Informatics and Econometrics, Management						
Date of commencement of studies	October 2024		Academic year of realisation of subject		2025/2026		
Education level	Master's studies		Subject group		Optional subject group		
Mode of study	full-time studies		Mode of delivery		at the university		
Year of study	2		Language of instruction		English		
Semester of study	4		ECTS credits		2.0		
Learning profile	academic		Assessment form		credit		
Conducting unit	Department of Strategic Development and Quality Science -> Faculty of Management -> Rector						
Name and surname of lecturer (lecturers)	Subject supervisor		dr Małgorzata Szymańska-Bralkowska				
	Teachers		dr Małgorzata Szymańska-Bralkowska				
Lesson types	Lesson type	Lecture	Tutorial	Laboratory	Project	Seminar	SUM
	Number of study hours	15.0	0.0	0.0	0.0	0.0	15
	E-learning hours included: 0.0						
Learning activity and number of study hours	Learning activity	Participation in didactic classes included in study plan		Participation in consultation hours		Self-study	SUM
	Number of study hours	15		10.0		10.0	35
Subject objectives	The aim of a lecture is transferring the knowledge to the students in the field of Total Quality Management (TQM) and Business Excellence. Introducing the TQM concept and Business Excellence Models such as EFQM.						

Learning outcomes	Course outcome	Subject outcome	Method of verification
	[IiEMU2_U08] The student can analyse business needs and, as appropriate, configure and apply modern information and communication technologies in business management and business communication.	Student analyses different models of excellence in the business improvement process.	[SU2] presentation/project/paper/report
	[FiRMU2_U08] The student has an in-depth ability to prepare typical written works, oral speeches, and presentations in Polish concerning specific issues in finance and accounting using basic theoretical approaches and various sources of information.	Student analyses the principles of total quality management and business excellence. Student prepares presentation.	[SU2] presentation/project/paper/report
	[FiRMU2_W02] The student has an extended and organized knowledge of various types of economic structures and institutions and the changes occurring in them, particularly the banking system, insurance system, tax system, financial markets, and organization of the public finance system and private sector. The student knows the interrelationships between these structures and social institutions on a national and international scale.	Student lists the examples of national and international models of excellence.	[SW2] presentation/project/paper/report
	[ZARZMU2_U08] The student correctly uses complex terminology in the field of social sciences, especially in the discipline of management and quality studies, clearly and communicatively expresses his point of view.	Student explains and lists the terminology of total quality management.	[SU2] presentation/project/paper/report
	[ZARZMU2_W02] The student has an expanded knowledge of the relationship between the disciplines of the social sciences crucial to understanding the essence of economic processes.	Student explains and analyses the need to improve the enterprise in the context of relationship between social sciences disciplines.	[SW2] presentation/project/paper/report
	[IiEMU2_W02] The student has an in-depth knowledge of economic structures and institutions, the processes taking place in them, the connections between them and their dynamics, and has an in-depth knowledge of the phenomena and processes taking place in their environment.	Student lists the elements of culture of excellence in a company.	[SW2] presentation/project/paper/report
Subject contents	1.Introduction to Total Quality Management & Business Excellence. 2.Total Quality Management (TQM) concept and models. 3.TQM main principles. 4.Business Excellence and culture of excellence. 5.Business Excellence Models international, national, regional. 6.EFQM - Excellence Model of the European Foundation for Quality Management concept and structure, main principles, direction, execution, results, diagnostic tool (RADAR). 7.Model CAF (Common Assessment Framework) TQM model for self-assessment in public sector. 8.Summary and discussion.		

Prerequisites and co-requisites			
Assessment methods and criteria	Subject passing criteria	Passing threshold	Percentage of the final grade
	Assignment work in a form of a presentation (individually or in groups)	51.0%	100.0%
Recommended reading	Basic literature	1. Common Assessment Framework (CAF 2020). The European model for improving public organizations through self-assessment. European Institute of Public Administration, European Public Administration Network, 2019. 2. Dahlgaard-Park S. M., Reyes L., Chen C-K., The evolution and convergence of total quality management and management theories, Total Quality Management, Vol. 29, No. 10, pp.1108-1128, https://doi.org/10.1080/14783363.2018.1486556, 2018. 3. Szymańska-Bralkowska M., Malinowska E., Improving company's environmental performance through Green Lean approach, Ekonomia i Prawo, Vol. 17, No 4, pp. 433-442, http://dx.doi.org/10.12775/EiP.2018.031, 2018. 4. The EFQM Model 2019, European Foundation for Quality Management, www.efqm.org, Brussels, 2019. 5. Gomez J., Calvo-Mora A., Blanco-Oliver A., Roldan J. L., Perianez-Cristobal R., TQM factors and organisational results in the EFQM excellence model framework: an explanatory and predictive analysis, Industrial Management and Data Systems, Vol. 102, No. 12, pp. 2297-2317, 2020.	
	Supplementary literature	1. Gomez J., Martinez Costa M., Martinez Lorente A. R., EFQM Excellence Model and TQM: empirical comparison, Total Quality Management, Vol. 28, No. 1, pp. 88-103, http://dx.doi.org/10.1080/14783363.2015.1050167, 2017.	
	eResources addresses		
Example issues/ example questions/ tasks being completed	-		
Work placement	Not applicable		

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