



UNIWERSYTET GDAŃSKI



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| Title: Total Quality Management & Business Excellence | | | | | Code: 4.0.2412 |
| ECTS points: 2 | Hours: 15 | Year: 2021/22 | Semester: Summer | Status: Elective | Language: English |
| Lecturer: Ph.D. Malgorzata Szymanska-Bralkowska Email: m.bralkowska@ug.edu.pl | | | | | |
| Course description: <ol style="list-style-type: none">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. | | | | | |
| Reading list: <ol style="list-style-type: none">1. 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, <i>Industrial Management and Data Systems</i>, Vol. 102, No. 12, pp. 2297-2317, 2020.2. Common Assessment Framework (CAF 2020). The European model for improving public organizations through self-assessment. European Institute of Public Administration, European Public Administration Network, 2019.3. Dahlggaard-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, 2018.4. Gomez 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, 2017.5. Szymańska-Brałkowska M., Malinowska E., Improving company’s environmental performance through Green Lean approach, “<i>Ekonomia i Prawo</i>”, Vol. 17, No 4, pp. 433-442, http://dx.doi.org/10.12775/EiP.2018.031, 2018.6. The EFQM Model 2019, European Foundation for Quality Management, www.efqm.org, Brussels, 2019. | | | | | |
| Grading: <p>The final grades are based on the score according the University terms of study:</p> <p>50% or less - 2,0 (fail) >50% - 3,0 (pass) >60% - 3,5 (pass +) >70% - 4,0 (good) >80% - 4,5 (good+) >90% - 5,0 (very good)</p> | | | | | |
| Prerequisites: <p>There are no pre-requisites for this course</p> | | | | | |