

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. 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. 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-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. 6. The EFQM Model 2019, European Foundation for Quality Management, www.efqm.org, Brussels, 2019. 					
Grading:					
The final grades are based on the score according the University terms of study: 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)					
Prerequisites:					
There are no pre-requisites for this course					