

Quality Management Conform to ISO 9000 Standards

Department: Department of Quality Management

Lecturer: Maciej Urbaniak, Anna Krawczyk

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Number of contact hours: 45

Course duration: summer semester

ECTS credits: 5

Prerequisites: Basic knowledge in management or quality management

Primary target group: designated for 4th year students of management

Course description: the main target is to prepare students for establishing quality policy.

Acknowledgement with the ISO process approach – main principles of defining procedures

1. Final projects – principles.. ISO 9000 : 2000 – Introduction (what ISO 9000 is? how does it work? What are the benefits?)
 2. Basics of ISO 9001:2000 – structure and requirements.
 3. Quality policy – Student's projects. Examples of strategic, general and detailed goals (exercises)
 4. A Process Oriented Quality Management System.
 - o the essence of Documented Quality Management System
 - o the target of procedure
 - o the area of procedure
 - o examples
 - o process flowcharts
 5. Developing flowcharts for given processes
 6. Technique of solving problems.
 - o 7 old quality methods
 - o 7 new quality methods
- Failure Mode and Effects Analysis - FMEA (examples of usage)

Literature:

- Bank J., The Essence of Total Quality Management, FT/Prentice Hall, 1999.
- Dahlgard, J. J., Kristensen, K. & Kanji, G. K., Fundamentals of Total Quality Management, Nelson & Thornes, UK, 2003.
- ISO Standards – ISO 9001:2000 Quality Management Systems – Requirements and ISO 9004:2000 – Quality Management Systems – Guidelines for performance improvements.
- Lock D., Gower Handbook of Quality Management, Gower Publishing Ltd. 1994.
- <http://www.deming.org>
- <http://www.europa.eu.int>
- <http://www.iso.org>

Course type: mixture of lecture, exercises and students projects presentations

Assessment method: attendance, presentations of teamwork, presentation of individual written projects, writing exam.