SUBJECT DATASHEET

CORPORATIONAL QUALITY RELATED SYSTEMS AND METHODS

BMEGT20VE03

I. SUBJECT DESCRIPTION

1. SUBJECT DATA

Subject name
CORPORATIONAL QUALITY RELATED SYSTEMS AND METHODS

ID (subject code) BMEGT20VE03

Type of subject
Contact lessons

Course types and lessons

Type	*Lessons*
Lecture	4
Practice	0
Laboratory	0

Type of assessment
exam grade

Number of credits
5

Subject Coordinator

Name	*Position*	*Contact details*
Dr. Surman Vivien	assistant professor	surman.vivien@gtk.bme.hu

Educational organisational unit for the subject
Department of Management and Business Economics

Subject website
https://edu.gtk.bme.hu

Language of the subject
magyar - HU

Curricular role of the subject, recommended number of terms

Direct prerequisites

Strong	None
Weak	None
Parallel	None
Exclusion	None

Validity of the Subject Description
Approved by the Faculty Board of Faculty of Economic and Social Sciences, Decree No: 580884/8/2023 registration number. Valid from: 29.11.2023.

2. OBJECTIVES AND LEARNING OUTCOMES

Objectives

• to highlight the role of quality management in the successful operation of organizations, • to promote a deeper understanding of the competitive nature of quality management, • to present the peculiarities of the quality management system of different production and service sectors, • to get acquainted with some proven methods and tools of quality management.

Academic results

Knowledge

1. Competitive nature of quality management.
2. The role of quality management in the successful operation of organizations.
3. Some of the most popular quality management models, methods and tools.

Skills

1. Capability of following and understanding the state of the art of quality management.
2. Capability of communicating in a professional manner on quality management topics.
3. Capability of participating professionally in solving quality management problems, preparing and/or making decisions in connection.

Attitude

1. An open-minded approach of organizational development in quality management point of view.
2. An open-minded approach of new results of quality management.
3. An ability to seek the collaboration in multidisciplinary teamwork.

Independence and responsibility

1. An ability to perform independent tasks in analyzing quality management problems.
2. An ability to perform independent tasks in preparing and/or making quality management decisions.
3. An ability to take responsibility for quality management decisions.

Teaching methodology

Lectures.

Materials supporting learning

- Kemény S.–Papp L.–Deák A. (1999) Statisztikai minőség- (megfelelőség-) szabályozás. Műszaki Könyvkiadó–Magyar Minőség Társaság, Budapest.
- Kiran, D.R.: Total Quality Management key concepts and case studies, Elsevier, 2017.
- Kövesi J. – Topár J. (szerk.) (2006): Minőségmenedzsment alapjai, Typotex Kiadó, Budapest
- MSZ EN ISO 9001:2015 Minőségirányítási Rendszerek - Követelmények MSZT 2015.
- Tenner A. R. – DeToro I. J. (2001): Teljes körű minőségmenedzsment TQM 3. kiadás, Műszaki Könyvkiadó, Budapest
- Topár J. (szerk.): A műszaki menedzsment aktuális kérdései Műszaki Kiadó Budapest, 2012.
- Topár J (2001): A minőségmenedzsment -rendszerek fejlődésének néhány jellemzője a hazai vállalkozásoknál. Harvard Business Manager 4/2001 pp.50-57
- Topár J. – Surman V. (2018) Minőségmenedzsment Oktatási segédanyaga Műszaki menedzser és a Vezetés és szervezés mesterszakos hallgatók számára

II. SUBJECT REQUIREMENTS

TESTING AND ASSESSMENT OF LEARNING PERFORMANCE

General Rules

Assessment of the learning outcomes described under point 2.2. is based on both midterm and exam period assessments.

Performance assessment methods

A. Detailed description of assessments during the term: Students can apply for the topics announced at the beginning of the semester in order to individually or in a team collect specifics and practical examples (beyond general information and literary descriptions) related to them and present them at a predetermined time (optional research and presentation). The presentation slideshows must be sent by the student to the lecturers of the course at least 2 working days before the time of the presentation, and the presented presentation
must be uploaded to the moodle page of the subject (with the help of the lecturers). With the presentation (and the underlying research) max. 25 points can be obtained, which are added to the exam score after reaching the min 50%. The signature can be obtained with the presentation (in this case, the additional plus points will be added to the exam score as a whole after reaching 50%). Furthermore, extra points can be earned during the semester with various optional class works and assignments. A maximum of 15 extra points can be obtained in one semester, of which 5 points are required for signature. The additional 10 points are added to the exam score after completing the minimum 50%. B. Assessment of the exam: A written exam must be passed: all the theoretical topics and the connected practical applicability discussed during the course must be known. A maximum of 100 points can be received for the successful solution of the T-F statements and the shorter-longer essay questions. The minimum requirement is the 50 %.

Percentage of performance assessments, conducted during the study period, within the rating

- **Optional research and presentation**: 62
- **Optional tasks (during or after the lecture)**: 38
- **Total**: 100

Percentage of exam elements within the rating

- **Optional research and presentation**: 25
- **Optional tasks (during or after the lecture)**: 15
- **Written exam**: 100
- **Total**: 100

Conditions for obtaining a signature, validity of the signature

From tasks, exercises and case studies (during the lecture or as a homework) the maximum of 15 plus points can be achieved. From the 15 points, collecting the minimum of 5 points is the requirement in order to be eligible for the final exam. These 5 points are not going to be counted as part of the exam, but the other maximum of 10 points is going to be added to the result of the exam after fulfilling
the minimum of 50 % on it. These tasks, exercises and case studies are cannot be replaced. The signature can also be obtained by preparing
the presentation (in this case, the additional extra points are added in their entirety to the exam score after reaching the minimum of 50%).

Issuing grades

Excellent	95
Very good	87–94
Good	75–86
Satisfactory	63–74
Pass	50–62
Fail	0-49

Retake and late completion

The presentation and the plus point tasks cannot be retaken (corrected), replaced.

Coursework required for the completion of the subject

participation in contact hours	56
preparation for contact hours	40
preparation for the exam	54
total	150

Approval and validity of subject requirements

Consulted with the Faculty Student Representative Committee, approved by the Vice Dean for Education, valid from: 06.11.2023.

III. COURSE CURRICULUM

THEMATIC UNITS AND FURTHER DETAILS

Topics covered during the term

The learning outcomes of 2.2 can be achieved by studying the following areas and topics

1 Introduction. Basics of quality management.
2 The role and connected experiences of quality management systems in production and service sectors.
3 Process management and process maturity models, Six Sigma, Lean management.
4 Basics and steps of quality planning.
5 Supplier quality assurance, choosing and evaluating suppliers, first sampling (PPAP).
6 Quality costs.
7 Organizational self-evaluation, award models, CAF.
8 Theoretical background and categorization of quality management methods and tools, data and information (analyses) on quality.
9 The concept, improvement and role of Benchmarking.
10 Processes of process improvement models, PDCA, DMAIC.
11 Idea collecting and brainstorming methods.
12 Process mapping and describing methods.
13 Problem (defect) analyzing methods.
14 Process control methods.
15 Other quality management tools.
16 Service quality models.

Additional lecturers

Dr. Topár József	c. egyetemi docens	topar.jozsef@gtk.bme.hu
Dr. Benedek Petra	egyetemi adjunktus	benedek.petra@gtk.bme.hu

Approval and validity of subject requirements