SUBJECT DATASHEET

BASICS OF QUALITY MANAGEMENT

BMEGT20A015

I. SUBJECT DESCRIPTION

1. SUBJECT DATA

Subject name
BASICS OF QUALITY MANAGEMENT

ID (subject code) BMEGT20A015

Type of subject
contact lessons

Course types and lessons

Type	*Lessons*
Lecture	4
Practice	0
Laboratory	0

Type of assessment
term 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; angol - ENG

Curricular role of the subject, recommended number of terms
Programme: **BA in Management and Business Administration**
Subject Role: **Compulsory**
Recommended semester: **3**

Programme: **Engineering Management Bachelor's Programme from 2017/18/Term 1**
Subject Role: **Compulsory**
Recommended semester: **5**

Programme: **International Management Bachelor's Programme from 2018/19/Term 1**
Subject Role: **Compulsory**
Recommended semester: **3**

Direct prerequisites

Strong	Vállalatgazdaságtan I. (BMEGT20A006) vagy Vállalatgazdaságtan (BMEGT20A050)
Weak	None
Parallel	None
Exclusion	Minőségmenedzsment (BMEVEKFA615); Minőségmenedzsment (BMEGT20ML11); Minőségmenedzsment (BMEGT20ML49); Minőségmenedzsment (BMEGT20MN03

Validity of the Subject Description
Approved by the Faculty Board of Faculty of Economic and Social Sciences, Decree No: 580439/11/2024 registration number. Valid from: 29.05.2024.

2. OBJECTIVES AND LEARNING OUTCOMES

Objectives

The Basics of Quality Management is a compulsory subject that introduces students to the fundamental issues of quality management, the foundations of the management philosophy of Total Quality Management and the most important principles and quality methods used in the improvement and efficient operation of quality management systems.

Academic results

Knowledge

1. Knows the role of quality management systems in the operation of organizations.
2. Knows the basic, comprehensive facts and principles of TQM, the ISO 9000 family of standards and the EFQM model.
3. Knows the most important connection points of the fields of quality management systems, TQM, Lean management and Six Sigma.
4. Knows the basic failura analysis methods and tools of quality management.

Skills

1. Is capable of the basic analysis of quality management problems, and the synthetic determination and evaluation of relationships.
2. Has the skills to learn basic quality management models and approaches individually.
3. Is able to identify routine quality management problems, explore the theoretical and practical background necessary for their solution.
4. Is able to use and understand the related literature of quality management, TQM, ISO 9000 and EFQM.
5. Is able to cooperate with others in the field of quality management.

Attitude

1. Knows, undertakes and authentically represents the role of quality management and its fundamental relationship to the world.
2. Is open to the authentic transmission of the comprehensive way of quality management thinking and the basic characteristics of its practical operation.
3. Is characterized by the need for continuous self-education and self-improvement.
4. Undertakes the quality management founding views with responsibility.
5. Is characterized by cooperation and responsibility related to qualified professionals in quality management.

Independence and responsibility

1. Independently thinks through the professional issues of quality management and develops them based on given sources.

Teaching methodology

Lectures, practical tasks, written and oral communication, optional independent and group work, work organization techniques.

Materials supporting learning

- Kövesi J- Topár J.(szerk.): A minőségmenedzsment alapjai Typotex Budapest 2012.
- Tenner, A.R. - DeToro, I.J.: Teljes körű minőségmenedzsment TQM, Műszaki Könyvkiadó, Budapest, 2001, 2004.
- ISO 9001:2015 Minőségirányítási Rendszerek - Követelmények (ISO 9000 Standard)
- Kiran, D.R.: Total Quality Management key concepts and case studies, Elsevier, 2017.
- Ross, J.E.: Total Quality Management, St. Lucie Press, Delray Beach, 1993.
- Sower, V.E.: Essential of Quality with cases and experiential exercises, Wiley, 2011.
- Tenner, A.R. - DeToro, I.J.: Total Quality Management, Addison Wesley, 1993.
- Topár, J.: A minőségmenedzsment rendszerek fejlődésének néhány jellemzője a hazai vállalkozások-nál, Harvard Business Manager 4/2001 pp.50-57
- Topár J. 2015. A minőségmenedzsment rendszerek szerepe a szervezetek működésében (lehetőségek és gondok). Minőség és megbízhatóság, XLIX. 3-4., pp.159-168.

II. SUBJECT REQUIREMENTS

TESTING AND ASSESSMENT OF LEARNING PERFORMANCE

General Rules

The assessment of the learning outcomes set out in point 2.2 takes the form of two mid-term written performance measurements (summative
academic performance assessment) and a partial performance assessment (active participation and group work). The requirements of the
course consist of two parts (I and II).

Performance assessment methods

I. For the completion of the subject, collecting minimum 27 points (45%) from the two written midterm tests (30-30 points) is a minimum
requirement. At least 6 points must be achieved on the midterms separately. II. Group assignments, participation in at least 50% of the practices. A total of 10 * 6 = 60 points can be obtained in 10 practices, of which a maximum of 40 points will be taken into account. The preparation of the tasks must be done on one set task per team; the deadline for submission is the end of the practice. The teams' composition is voluntary, may vary from week to week, and there will be different requirements for its size from practice to practice. Participation in the practices is checked, minimum 50% participation is required. (This means 5 out of 10 practices. The condition for obtaining practical points is participation in the practices.) For the completion of the subject, minimum 50 points must be gathered from the midterms and the practices, the plus points gathered during the lectures will be added to the students' points only after reaching the min. 50 points.

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

- **summative performance assessment**: 30
- **summative performance assessment**: 30
- **partial performance evaluation (active participation and group tasks)**: 40
- **total**: 100

Percentage of exam elements within the rating

Conditions for obtaining a signature, validity of the signature

Issuing grades

Excellent	93
Very good	88–92
Good	75–87
Satisfactory	62–74
Pass	50–61
Fail	0-49

Retake and late completion

1) For each mid-term performance evaluation, a minimum of 20% of the points must be achieved individually and 45% of the points out
of the two midterms together. Both tests can be retaken. There is no retake of the retake. In the case of retakes, the result achieved at the retake test are included in the final result. 2) Due to its nature, partial performance evaluation (plus points and teamwork) cannot be in any ways replaced or retaken.

Coursework required for the completion of the subject

participation in contact hours	56
preparation for practices	28
preparation for performance evaluation	26
independent learning of designated written curriculum	40
total	150

Approval and validity of subject requirements

Consulted with the Faculty Student Representative Committee, approved by the Vice Dean for Education, valid from: 06.05.2024.

III. COURSE CURRICULUM

THEMATIC UNITS AND FURTHER DETAILS

Topics covered during the term

To achieve the learning outcomes set out in section 2.2, the course consists of the following areas and topics. In the syllabuses of the courses announced in each semester, these topic elements are scheduled according to the calendar and other features.

1 The concept of quality, basics of quality management, the evolution of quality management
2 Total Quality Management, total commitment and empowerment, differences between leader and manager
3 Customer focus, differences between products and services from a quality aspect
4 Process improvement models and basic process improvement methods and tools
5 Basics of Six Sigma and Lean management
6 Reliability theory
7 Quality management systems, formalized QMS, ISO
8 Organizational self-assessment, self-assessment aspects, EFQM, quality awards
9 Statistical Process Control

Additional lecturers

Dr. Benedek Petra egyetemi adjunktus benedek.petra@gtk.bme.hu

Approval and validity of subject requirements