THE INTERNATIONAL UNIVERSITY OF LOGISTICS AND TRANSPORT IN WROCLAW

SYLLABUS

Teacher					
Course	Quality management in logistics				
Module	Compulsory subjects	ECTS	3	Course code	23SM.P.L.A.6

Major	Speciality	Academic year
LOGISTICS	Industrial systems engineering	2023/2024

Semester	First	Year of studies	First

Type of studies	Full-time				Extramural			
Type of classes	Lecture	Exercise	Laboratories	Project	Lecture	Exercise	Laboratories	Project
Amount of hours	30							
TOTAL	30							

Course objectives	**The subject shows the problem of quality management practices in logistics and compares the extent of quality practices between manufacturing and logistics companies in Poland and EU countries. The course also explains the extent to which quality management practices are adopted, the impediments to implementation of quality improvement processes, the quality management tools employed, and the methods used to measure customer expectations in manufacturing companies and logistics firms. The most important component that identifies quality in logistics is "on-time delivery". The primary obstacles for not implementing quality programs in logistics firms are "changing corporate culture" and "training and education of employees", whereas, "establishing employee ownership of the quality process" and "changing the corporate culture" are the two most significant impediments for the logistics companies.**

Minimum knowledge required from the student before the classes beginning
Knowledge in the field of logistics & supply chain management as well as logistics of supply, production and distribution

Recommended literature to study before the classes beginning
Goetsch D.L., Davis S.B., Quality Management for Organizational Excellence: Introduction to Total Quality, Pearson, 2021

LEARNING OUTCOMES			KEK	METHODS OF ASSESSMENT	
KNOWLEDGE	K01	**Understanding the concept of quality management, TQM concepts and general principles for the implementation of pro-quality orientation**	**K2_W01_L_P**	EM1 EM8	Oral exam. Written test in the form of open tasks
	K02	**Identification of standardized quality systems compliant with ISO standards applicable in logistics companies**	**K2_W09_L_P**	EM1 EM8	Oral exam. Written test in the form of open tasks
	K03	**Explain and apply proficiently the implementation of pro-quality processes in logistic companies and points to its possible disruptions**	**K2_W10_L_P**	EM1 EM8	Oral exam. Written test in the form of open tasks
	K04	**Explain and can incorporate specific relations in the enterprise into a system of social relations**	**K2_W10_L_P**	EM16	Assessment of the work, students co-operation in the classroom
SKILLS	S01	**The ability to explain the interdisciplinary and multidimensional character of quality**	**K2_U03_L_P**	EM1 EM8	Oral exam. Written test in the form of open tasks
	S02	**Demonstrate proficiency to properly analyse the determinants of the implementation of the TQM Concept in logistics companies**	**K2_U03_L_P K2_U05_L_P**	EM1 EM8	Oral exam. Written test in the form of open tasks
	S03	**Utilize ability to use theoretical knowledge on standardized quality systems compliant with ISO standards applicable in logistics**	**K2_U03_L_P K2_U08_L_P**	EM1 EM8	Oral exam. Written test in the form of open tasks
	S04				
	SC01	**Demonstrate pro-innovative and appreciates the importance of quality assurance in the logistics company's operations**	**K2_K01_L_P**	EM16	Assessment of the work, students co-operation in the classroom

SOCIAL COMPETENCE	SC02	**Utilize ability to implement a quality assurance system in a logistics enterprise**	**K2_K05_L_P**	**EM15 EM16**	Evaluation of activity in the lab. Project evaluation Evaluation of activity in the classroom
	SC03	**Demonstrate proficiency to transform team work of personnel into a universal formula of cooperation**	**K2_K01_L_P**	**EM15 EM16**	Evaluation of activity in the lab. Project evaluation Evaluation of activity in the classroom

Course contents	Lecture	1. Previous studies in quality practices in logistics 2. The essence of the TQM concept 3. Quality management practices in logistics services 4. Team processes for quality assurance 5. “On-time deliver” as the most important aspect of logistics quality 6. Forms of organisational structure and administrative approaches to support quality programs 7. Quality measurement and improvement tools which are used in logistics firms 8. A systematic approach to quality based on ISO 9000 standards 9. Repeatability and reproducibility in quality management 10. Team processes for quality assurance 11. Establishing employee ownership, changing corporate culture and the lack of human resources as the major factors that impeded the institution of quality programs 12. Integrate quality programs with corporate strategy 13. The role of customer service in building a quality system in a logistics enterprise 14. Practical aspects of quality management implementation in logistics enterprises 15. Auditing of quality systems
	Exercises	
	Laboratories	
	Projects	

Teaching methods	**TM2 TM7**	**A lecture with a multimedia presentation, topic-related films, discussions**
	TM10	**Case study individual presentations marked by the lecturer during the classes**

Obligatory literature	1	Evans J.R., Lindsay W.M., Managing for Quality and Performance Excellence, Cengage Learning, 2020
	2	Hoyle D., ISO 9000 Quality Systems Handbook, Routledge, 2018
	3	Sower V.E., Essentials of Quality with Cases and Experiential Exercises, Wiley, 2020

Additional literature	1	Slack N., Brandon-Jones A., Operations and Process Management, Pearson, 2019
	2	Ross J.E., Total Quality Management: Text, Cases, and Readings, CRC Press, 2017
	3	

Requirements to pass the course
Lecture: oral exam after written text on theoretical knowledge. The condition for admission to the oral test is to obtain a minimum of 50% of the points from the knowledge test of the completed course contents. The oral exam consists in answering on one question, which is an extension of the problem discussed in class. The final result is the average mark of the written test and the oral answer