

## **Tárgytematika / Course Description** **Process and quality management**

**KGNB\_MMTA036**

**Tárgyfelelős neve /**

**Teacher's name:** dr. Kurucz Attila

**Félév / Semester:** 2023/24/2

**Beszámolási forma /**

**Assesment:** Vizsga

**Tárgy heti óraszám /**

**Teaching hours(week):** 2/2/0

**Tárgy féléves óraszám /**

**Teaching hours(sem.):** 0/0/0

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### **OKTATÁS CÉLJA / AIM OF THE COURSE**

The aim of the process and quality management course is to strengthen the process approach in the students so that they can participate actively and effectively in their later work. Transparency and improvement of processes are also presented in the methods and tools of supporting more efficient organizational work in the future and increasing quality.

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### **TANTÁRGY TARTALMA / DESCRIPTION**

- 1) Introduction, process, process approach, basics of process management, business utility of process management
- 2) Design of processes, timing and planning. CPM and Flowchart techniques
- 3) Conception of processes (design and positioning) Planning and organizing at business organizations with process approach.
- 4) The analysis and valuation of process, the relation between process and strategy management. Performance models, creation of KPI's.
- 5) Process development procedures – improve processes and develop organizations.
- 6) The lean as an approach and as a frame. Basics of Lean, the items of Lean house. Principles and practice (cells, SMED, 5S, VSM)
- 7) test
- 8) Agile methods: Kanban, scrum, design thinking
- 9) 6 sigma technique. Statistic based process improvement, how to avoid failures.
- 10) TQM systems (principles and cases)
- 11) Quality control at companies (activity and documents)
- 12) Standards and rules, Quality systems in the operations.
- 13) Quality cost (Planning, analysis, control, impacts)
- 14) Closing session and consultation.

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### **SZÁMONKÉRÉSI ÉS ÉRTÉKELÉSI RENDSZERE / ASSESMENT'S METHOD**

I. Points:

Total Points Available: 150 points

Semester-end test during the last seminar: 50 points.

It is possible to rewrite and improve the semester-end test during the exam period with a 65-point exam.

Grades based on semester-end points:

5: 136-

4: 121-135

3: 106-120

2: 91-105

Minimum points for signature: (51%) 76 points

## II. Challenges (150 points)

Minimum requirement for each mid-term test and paper: 51%, only in this case will be the signature and the offered grade (from 61%) available.

1. Students face 5 challenges during the semester. 3 will be during the seminars and 3 will be homework. These are 20-point opportunities each, for a total of 120 points.
2. Semester-end test 50 points

## III. Levels:

A total of 10 levels, every 15 points earns a higher level. Before the semester-end test is written, as many points are added to all the scores as the number of levels reached.

## IV. Ranking

Based on the points, a ranking is formed, where according to the Neptune code you can track your own performance from week to week in relation to the whole class. After writing the mid-term test, based on the current ranking, the top 10 finishers will receive one grade better at the end of the course than they have achieved. In the event of a tie, all involved will receive a reward.

## V. Badges (+30 points):

Badges can be earned during the course for which bonus points are awarded. A badge can only be obtained once.

1. Badges. After each challenge, the following will be awarded:

- 🕒 Fastest submission badge. 2 points. Prerequisite: Submit the task for a challenge as fast as possible so that it reaches a minimum of 51%.
- 🕒 Stable minimum badge. 2 points Prerequisite: Complete 5 challenges and achieve a minimum of 51% on them.
- 🕒 Maximum badge. 2 points Prerequisite: Complete a challenge with maximum points.
- 🕒 Excellent badge. 5 points Prerequisite: Achieve a minimum of 91% on all challenges.
- 🕒 Gotta catch em' all! badge. 7 points Prerequisite: Get all other badges.

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## KÖTELEZŐ IRODALOM / OBLIGATORY MATERIAL

Distributed materials (articles, case studies, videos, etc.) can be found on [szelearning.sze.hu](https://szelearning.sze.hu).

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## AJÁNLOTT IRODALOM / RECOMMENDED MATERIAL

Nigel Slack, Alistair Brandon-Jones, Nicola Burgess: Operations and Process Management, Pearson, 2024