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WYDZIAŁ MECHANICZNY TECHNOLOGICZNY

PRACA DOKTORSKA

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**KSZTAŁTOWANIE JAKOŚCI
PRODUKTÓW I PROCESÓW PRODUKCYJNYCH
W OPARCIU O ANALIZĘ ZARZĄDZANIA WIEDZĄ W ORGANIZACJI**

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Kształtowanie jakości produktów i procesów produkcyjnych w oparciu o analizę zarządzania wiedzą w organizacji

Abstract

The thesis addresses the problem of knowledge management role in shaping the products and production processes quality in an enterprise.

The main reasons for undertaking research in this area was the conviction, supported by literature research, that knowledge management is a key issue in creation of the quality.

As a result of that carried out research procedure, a knowledge management model was developed that eliminates gaps in knowledge operationalization, in which knowledge management sub-processes are the pillars of functioning (defined as locating knowledge resources held by enterprise, acquiring knowledge, developing knowledge, using knowledge, sharing knowledge and maintaining knowledge based on specific determinants) and the conditions that the company should meet in order for effective knowledge management bringing the expected results, this had an impact to affect the level of products quality and production processes (these were defined in the thesis as minimum requirements).

Chapter I of the thesis presents the current level of scientific achievements in the field of shaping the quality of products and production processes in the context of knowledge management, in the field of knowledge management and specific requirements for the automotive industry. The dependencies between knowledge management and quality management in the organization have been demonstrated.

Chapter II includes: identification the main processes and the relationships between processes in the automotive enterprise; analysis of knowledge management, including the assessment of compliance with the knowledge requirements specified in ISO 9001:2015 standard and in IATF 16949:2016 standard; analysis of IT and communication tools usefulness, including data bases, research into knowledge management sub-processes and conditional-factor analysis of shaping the quality of products and production processes and knowledge management.

Chapter III provides a summary of the thesis in which the results and conclusions from the implementation of own research are presented as well as proposals for the development of research topics included in the thesis are introduced.

The analyzes and researches were carried out using qualitative and quantitative methods, based on the research material provided by the company, surveys, observations and thorough interviews.