



## COURSE UNIT (MODULE) DESCRIPTION

Course unit (module) title	Code
Quality Management	

Academic staff	Core academic unit(s)
<b>Coordinating:</b> Associate professor, dr. Roma Adomaitienė <b>Other(s):</b>	Faculty of Economics and Business Administration, Management Department

Study cycle	Type of the course unit
First	General university studies

Mode of delivery	Semester or period when it is delivered	Language of instruction
Online, self-study	Autumn, Spring	English

Requisites	
<b>Prerequisites:</b> None	<b>Co-requisites (if relevant):</b> None

Number of ECTS credits allocated	Student's workload (total)	Contact hours	Individual work
5	130	48	82

Purpose of the course unit		
The purpose of the course is to introduce the concept, development, methodology, systems of quality management and to convey the basics of their practical application to improve the performance of organisations and the quality of working life.		
Learning outcomes of the course unit	Teaching and learning methods	Assessment methods
Mastering the main principles and methods of quality management (total quality management) and be able to apply them for the solution of practical tasks.	Lectures (problem teaching), discussion, study of literature, preparation of presentation, group work, case study	Final exam, presentation, assignments
Be able to define standardisation and conformity assessment systems as performance management tools for organisations.	Lectures (problem teaching), discussion, study of literature, case study	Final exam
Be able to implement and analyse quality management systems.	Lectures (problem teaching), discussion, study of literature, preparation of presentation, group work, case study	Final exam, presentation, assignments
Mastering the essence, principles, systems and tools of social responsibility and sustainable development.	Lectures (problem teaching), discussion, study of literature, preparation of presentation, group work, case study	Final exam, presentation, assignments

Be able to define the components, indicators of quality of work life and the peculiarities of their evaluation.	Lectures (problem teaching), discussion, study of literature	Final exam
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Content	Contact hours						Individual work: time and assignments		
	Lectures	Tutorials	Seminars	Workshops	Laboratory work	Internship	Contact hours, total	Individual work	Tasks for individual work
1. Importance of quality in the management of the organization.	2						2	2	Study of literature: I 29-56 p.
2. Concepts of quality management and quality dimensions.	2		2				4	4	Study of literature: I 57-115 p., S 1-4 p.
3. Quality management evolution. Quality gurus and their contribution.	3		2				5	10	Study of literature: H 43-54 p., H 217-221 p., K 15-34 p., I 1-27 p., S 4-19 p.; assignment completion
4. European quality policy, standardization and conformity assessment system.	5		1				6	12	Study of literature: I 117-133 p., “A world built on standards”, The “Blue Guide”
5. Quality management system: its purpose, content and audit.	5		3				8	14	Study of literature: H 75-86 p., K 471-486 p., I 171-189 p., I 405-432 p., S 167-198 p.; preparation of presentation
6. Quality control methods.	2		2				4	8	Study of literature: K 271-290 p., I 251-271 p., S 167-186 p.; assignment completion
7. Social responsibility and sustainable development: principles, systems and tools.	4		2				6	8	Study of literature: H 15-20 p., H 175-185 p., K 487-498 p., S 199-243 p., S 261-280 p.; assignment completion, preparation of presentation
8. Total quality management: its essence, principles and tools.	6		3				9	10	Study of literature: H 27-41 p., H 55-74 p., H 87-97 p., H 161-167 p., K 1-14 p., K 39-55 p., K 85-98 p., K 125-141, I 367-

									380 p., preparation of presentation
9. Quality of working life: components, indicators and evaluation.	3						3	2	Study of literature (scientific articles will be uploaded in the VU virtual learning environment)
10. Preparation for the exam. Feedback after the exam.		1					1	12	Repetition of the course material
<b>Total</b>	<b>32</b>	<b>1</b>	<b>15</b>				<b>48</b>	<b>82</b>	

Assessment strategy	Weight, %	Deadline	Assessment criteria
Test	30	During exam session	The exam consists of closed questions of different complexity. The test is scored up to 3 points – the sum of the answers to each question.
Homework	30	Until the last lecture of the course	During the semester, students individually complete three homeworks. Each homework is evaluated up to 1 point. The homeworks are detailed during the first lecture. The main criteria of these homeworks are: the depth, originality, argumentation and the systematic nature of the analysis, links between quality management theory and practice, and quality of paper formation.
Assignments (during lectures and seminars)	20	During lectures and seminars	To gain a better understanding of the topics covered in the course, students complete assignments in groups or individually during lectures and seminars. The assignments are assessed up to 2 points in total.
Presentation	20	During seminars	During the semester, students working in groups prepare and make presentations on practical issues of quality management application. The presentation is evaluated by 2 points. The main criteria of presentation are: the structure and suggestibility of presentation, links between quality management theory and practice, and quality of answers to questions.

**The final grade for the course is a cumulative grade**, which is the sum of the grades (points) for the test, homework, assignments and presentation.

The final pass grade is achieved when **at least 50% of the knowledge and skills in the course have been acquired**:

95-100% – excellent, 10 points

85-94% – very good, 9

75-84% – good, 8

65-74% – on average, 7

55-64% – satisfactory, 6

50-54% – weakly, 5

Less than 50% – unsatisfactory, minimum requirements not met, 4, 3, 2, 1.

**The retaking of a course exam** depends on what the student has failed. If a student has not done some homework or assignment, he/she must send them to the lecturer before retaking the exam. If the student has not made a presentation, he/she has to make it during the exam's retake. If the student has not taken the test, he/she has to take it during the exam's retake.

**The exam in this course can be retaken externally.** The student must send the completed homework and assignments to the lecturer before the exam. During the external exam, the student must give a presentation and write a test.

**There is no possibility of a preliminary assessment of final achievements.**

Author (-s)	Publishing year	Title	Issue of a periodical or volume of a publication	Publishing house or web link
<b>Required reading</b>				
Danish Standards Foundation	2015	A World Built on Standards – A Textbook for Higher Education.		(eBook, <a href="https://www.ds.dk/media/px5jhney/a-world-built-on-standards.pdf">https://www.ds.dk/media/px5jhney/a-world-built-on-standards.pdf</a> ). 114 p.
Helmold, M. (abbreviation in the table above: H)	2023	Virtual and Innovative Quality Management Across the Value Chain Industry Insights: Case Studies and Best Practices		Springer, Cham. (eBook, <a href="https://doi.org/10.1007/978-3-031-30089-9">https://doi.org/10.1007/978-3-031-30089-9</a> ). 221 p.
Ibidapo, T. A. (abbreviation in the table above: I)	2022	From Industry 4.0 to Quality 4.0: An Innovative TQM Guide for Sustainable Digital Age Businesses		Springer Cham. (eBook, <a href="https://doi.org/10.1007/978-3-031-04192-1">https://doi.org/10.1007/978-3-031-04192-1</a> ). 658 p.
Kiran, D.R. (abbreviation in the table above: K)	2017	Total Quality Management: Key Concepts and Case Studies		Elsevier Inc. Butterworth-Heinemann. (eBook, <a href="https://doi.org/10.1016/C2016-0-00426-6">https://doi.org/10.1016/C2016-0-00426-6</a> ). 545 p.
Sartor, M., Orzes, G. (abbreviation in the table above: S)	2019	Quality Management: Tools, Methods and Standards		Emerald Publishing Limited. (eBook, <a href="https://doi.org/10.1108/9781787698017">https://doi.org/10.1108/9781787698017</a> ). 293 p.
<b>Recommended reading</b>				
	2015	Quality management systems – Requirements (ISO 9001: 2015)		Brussels: European Committee for Standardization
		European Foundation for Quality Management		<a href="http://www.efqm.org">www.efqm.org</a>
		European Organization for Quality		<a href="http://www.eoq.org">www.eoq.org</a>
		European Committee for Standardization		<a href="http://www.cen.eu">www.cen.eu</a>
		International Organization for Standardization		<a href="http://www.iso.org">www.iso.org</a>
		The EU Eco-Management and Audit Scheme (EMAS)		<a href="http://ec.europa.eu/environment/emas/">http://ec.europa.eu/environment/emas/</a>
		The United Nations Global Compact		<a href="http://www.unglobalcompact.org/">www.unglobalcompact.org/</a>

	2017	Video of Gregory H. Watson training organised by the Lithuanian Association for Quality Management and Innovation		<p>Managing for Quality in the 21st Century ; The Role of Breakthrough and Standards in Managing for Quality Seminar Part 1: <a href="https://www.youtube.com/watch?v=dn08Sjm2dNI&amp;t=1s">https://www.youtube.com/watch?v=dn08Sjm2dNI&amp;t=1s</a> The Role of Breakthrough and Standards in Managing for Quality Seminar. Part 2 <a href="https://www.youtube.com/watch?v=sOZEGWXM_Q">https://www.youtube.com/watch?v=sOZEGWXM_Q</a></p>
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