# COURSE UNIT (MODULE) DESCRIPTION

| Course unit (module) title | Code |
|---|---|
| Total Quality Management and Business Excellence | |

| Academic staff | Core academic unit(s) |
|---|---|
| **Coordinator:** Assoc. Prof. Dr. Roma Adomaitiene<br><br>**Other(s):** | Faculty of Economics and Business Administration, Vilnius University |

| Study cycle | Type of the course unit |
|---|---|
| Second | Compulsory, elective |

| Mode of delivery | Semester or period when it is delivered | Language of instruction |
|---|---|---|
| Classroom, online | Autumn semester | English |

| Requisites | |
|---|---|
| **Prerequisites:** Management | **Co-requisites (if relevant):** none |

| Number of ECTS credits allocated | Student's workload (total) | Contact hours | Individual work |
|---|---|---|---|
| 5 | 130 | 32 | 98 |

| Purpose of the course unit |
|---|
| The course aims by analysing the principles of business excellence to generate knowledge and skills of students to use excellence models and quality management methodology for the implementation of total quality management. |

| Learning outcomes of the course unit | Teaching and learning methods | Assessment methods |
|---|---|---|
| Mastering of the TQM concepts, models, methods, and fundamentals of their application | Problem-based teaching, discussion, individual reading of materials, group assignments | Closed questions in examination test, the project report on organization performance and its presentation |
| The ability by working individually and in teams to assess critically and analyse business situations, to identify management problems, and to look for innovative solutions | Individual reading of materials, group assignments | The project report on organization performance and its presentation |
| The ability to apply the concepts and methods of quality management for the improvement of organization performance | Problem-based teaching, individual reading of materials, group assignments | Closed questions in examination test, the project report on organization performance and its presentation |
| The ability to assess the effectiveness of the organization performance | Problem-based teaching, individual reading of materials, group assignments | The project report on organization performance and its presentation |

| 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. The essence and the origin of Total quality management | 2 | | 1 | | | | 3 | 6 | Literature analysis and reading of material. |
| 2. Business excellence models | 4 | | 4 | | | | 8 | 16 | Literature analysis and reading of material; preparation of the project report and presentation on organization performance |
| 3. Quality leadership | 3 | | 2 | | | | 5 | 10 | Literature analysis and reading of materials; preparation of the project report and presentation on organization performance |
| 4. Quality culture | 2 | | 1 | | | | 3 | 10 | Literature analysis and reading of materials; preparation of the project report and presentation on organization performance |
| 5. Meeting the needs of stakeholders | 2 | | 2 | | | | 4 | 10 | Literature analysis and reading of materials; preparation of the project report and presentation on organization performance |
| 6. Continuous quality improvement | 1 | | 1 | | | | 2 | 10 | Preparation of the project report and presentation on organization performance |
| 7. Employee engagement and training for business excellence | 2 | | | | | | 2 | 10 | Preparation of the project report and presentation on organization performance |
| 8. Corporate social responsibility | 2 | | 1 | | | | 3 | 10 | Literature analysis and reading of material; preparation of the project report and presentation on organization performance |
| 9. Implementation and benefits of total quality management | 2 | | | | | | 2 | 6 | Literature analysis and reading of material. |
| Exam | | | | | | | | 10 | Preparation for exam |
| **Total** | **20** | | **12** | | | | **32** | **98** | |

| Assessment strategy | Weight, % | Deadline | Assessment criteria |
|---|---|---|---|
| The project report on organization performance | 30 | During seminars | Appropriate evidence of the organization's activities according to EFQM model. |
| Presentation of the project report on organization performance | 10 | During seminars | Argumentation of strength areas and areas for improvement of the organization analyzed, suggestiveness and creativeness of presentation, quality of answers to questions. |
| Examination test | 60 | During exam session | Multiple choice questions. The evaluation depends on the number of right answers collected. |

| Author | Publishing year | Title | Issue of a periodical or volume of a publication | Publishing house or web link |
|---|---|---|---|---|
| **Required reading** | | | | |
| Ibidapo, T. A. | 2022 | From Industry 4.0 to Quality 4.0: An Innovative TQM Guide for Sustainable Digital Age Businesses | | Springer Cham. (eBook, https://doi.org/10.1007/978-3-031-04192-1). 658 p. |
| Kiran, D.R. | 2017 | Total Quality Management: Key Concepts and Case Studies | | Elsevier Inc. Butterworth-Heinemann. (eBook, https://doi.org/10.1016/C2016-0-00426-6). 545 p. |
| Sartor, M., Orzes, G. | 2019 | Quality Management: Tools, Methods and Standards | | Emerald Publishing Limited. (eBook, https://doi.org/10.1108/9781787698017). 293 p. |
| | 2016 | The ASQ Global State of Quality Research 2. Discoveries 2016. | | https://asq.org/quality-resources/research/global-state-of-quality |
| | 2015 | The ASQ. 2015 future of quality report: Quality throughout. | | https://asq.org/quality-resources/research/future-of-quality |
| **Recommended reading** | | | | |
| | | Baldrige National Quality Programme | | www.nist.gov/baldrige/ |
| | | European Foundation for Quality Management | | www.efqm.org |
| | | American Customers Satisfaction Index | | http://www.theacsi.org/ |
| | | The Deming Prize | | www.juse.or.jp/deming_en/ |
| | | The United Nations Global Compact | | http://www.unglobalcompact.org/ |
| | | The EU Eco-Management and Audit Scheme (EMAS) | | http://ec.europa.eu/environment/emas/ |