COURSE UNIT (MODULE) DESCRIPTION

Course title	Code
DESIGN OF QUALITY MANAGEMENT SYSTEMS	

Staff	Department
Coordinator: assoc. prof. Dalius Serafinas **Other(s):** lecturer Arūnas Zgirskas	Management Department, Faculty of Economics and Business Administration

Study cycle	Course type
Second	Optional

Form of implementation	Period of implementation	Language of instruction
Remote	1st semester	English

Requirements for student	
Prerequisites: no	**Additional requirements (if any): -**

Number of ECTS credits	Student's workload	Contact hours	Individual work
5	130	32	98

Purpose of the subject and competences developed		
Development of special competences: - To understand processes in the organizations, to be able define, systemize and analyze them; - To be able to reorganize processes in order to satisfy requirements of various international (quality – ISO 9001; environmental – ISO 14001, social responsibility – SA8000, health and safety – ISO 45001 and etc.) national (e.g.: HN – 15, other, legal requirements) , and corporative (IKEA, Toyota, Nestle etc.) management standard requirements.		
Learning outcomes	**Teaching methods**	**Assessment methods**
• Students will pursue theoretical process analysis and management methods, and will be able to apply them to various processes of organizations.	Lectures (problem teaching), discussions, analysis of literature and case studies, self-studies	Exam in written
• Students will be able to identify the requirements and will be able to apply them to certain organization.		
• Students will be able to reorganize of processes of chosen organizations, and to apply quality and efficiency improvement methods.		
• Students will pursue the basis of systemic thinking, and will be able to apply them when improving activities of organizations.	Presentations of projects, discussions, evaluation of conformance according to the quality management standards; self-studies, individual tasks and group projects.	Discussions on projects made.
• Students will be able to understand and to explain to others the requirements of international standards, the application conditions, benefits and constraints.		

• Students will pursue the specifics of team work, they will be able to achieve common goals in coordinated way, to perform complex tasks when designing and implementing quality management systems.		
• Students will be able to find necessary literature and methodological help for implementing of quality management systems;	Self-studies	Answers to open questions in written
• Students will be prepared for design of quality management systems independently, by using standardized software.		

Course themes	**Contact / Individual work: time and assignments**								
	Lectures	Tutorials	Seminars	Practical classes	Laboratory work	**E-training**	**Contact hours**	**Individual work**	**Assignments**
1. Quality management concepts, principles and processes.	1		1				**2**	**2**	Scientific literature review
2. Quality management standards and related national and corporative requirements.	1		1				**2**	**10**	Review of scientific and special literature.
3. International standards (ISO 9001, ISO 14001, OHSAS 18001, ISO 22000, SA8000) application principles and development directions.	1		1				**2**	**6**	Review of scientific and special literature and analysis of the standard.
4. Comparative analysis of documents of quality management systems operating in selected business organizations.			2				**2**	**8**	Review of scientific and special literature, ppt presentation
5. The analysis management system of selected organization			4				**4**	**12**	Review of special literature; Reading the outline
6. Value chain and design of it's processes.			4				**4**	**8**	Review of special literature; Creation of the project
7. Determination of connections and interactions of business processes, methods used	2		2				**4**	**6**	Review of special literature; Creation of the project
8. Optimization and increase of effectiveness of business processes.	1		1				**2**	**8**	Review of special literature; Creation of the project
TEST	1						**1**		
9. Identification and implementation of strategic management processes.	1		2				**3**	**12**	Review of special literature; Creation of the project
10. The analysis and improvement of processes of public organizations.			2				**2**	**10**	Review of special literature; Creation of the project
11. Comparative analysis of designed and implemented quality management systems.	1		1				**2**	**12**	Review of special literature; Discussion of the project

The integration of standard requirements into existing and newly designed processes.									
12. Consolidation of knowledge and evaluation / exam	2						**2**	**10**	Material repetition
Total	**11**		**21**				**32**	**98**	

Assessment strategy	Share in %	Time of assessment	Assessment criteria
Intermediate test	25	After 8 topics	3 open questions and intermediate project presentation (each question 5 points; project - 10 points)
Practical task – Quality management system project	30	After 11 topics	The logics of the system designed (up to 5 points), conformance to international requirements (up to 10 points), meeting the business needs (up to 15 points).
Final exam and project presentation	45	At the end of the course	3 open questions and presentation of intermediate project (the value of each question is 10 points; project - 15 points).

Author	Year	Name	No. of periodical issue	Place, publishing house or internet link
Compulsory literature				
David Hoyle	2001	ISO 9000 Quality Systems Handbook Completely revised in response to ISO 9000:2000		Butterworth, Heinemann https://pqm-online.com/assets/files/lib/books/holye2.pdf
	2015	ISO 9001:2015 Quality management system – Requirements		Lithuanian department of standardization
Supplementary literature				
L.Hunt, J. Dominguez, C. Williams	2018	The ISOo 9001:2015 Handbook. A Practical Guide to Implementation		Paton Professional, California, USA.
V. D. Hunt		Process Mapping. How to Reengineer Your Business Processes		McGraw-Hill, USA, 1996.