



## COURSE UNIT (MODULE) DESCRIPTION

Course unit (module) title	Code
<b>Quality management</b>	<b>2023-08-28</b>

Lecturer(s)	Department(s) where the course unit (module) is delivered
<b>Koordinuojantis:</b> prof. dr. Dalius Serafinas <b>Kitas (-i):</b> Doc. dr. Roma Adomaitienė	Faculty of Economics and Business Administration Department of Management

Study cycle	Type of course
	Elective

Mode of delivery	Period when the course unit (module) is delivered	Vykdymo kalba (-os)
On-site	Fall	English

Requirements for students	
<b>Išankstiniai reikalavimai: -</b>	<b>Gretutiniai reikalavimai (jei yra): -</b>

Course (module) volume in credits	Total student's workload	Contact hours	Self-study hours
5	130	48	82

Purpose of the course unit (module): programme competences to be developed		
The aim of the subject is to form the abilities of systematic thinking and application of quality management principles, methodology and systems to improve the quality and performance of organizations.		
Subject aims	Study methods	Evaluation methods
The student will know the principles, methodology and systems of quality management	Lectures (problem-based teaching), discussions, independent study of literature, group assignments, case analysis	Homework, closed and open questions in the exam
The student will be able to apply the acquired knowledge of quality management in solving the operational problems of organizations and evaluate their causes	Lectures (problem-based teaching), discussions, independent study of literature, group assignments, case analysis, presentation of quality management issues	Homework, presentation evaluation, closed and open questions in the exam
Will be able to work in a team	Group tasks, discussions, case analysis, presentation of quality management issues	Evaluation of presentation
the student will be able to independently systematize and analyze quality management information and apply it in solving problems	Independent study of literature, presentation of quality management issues	Homework, presentation evaluation, closed and open questions in the exam

Content: breakdown of the topics	Contact hours							Self-study work: time and assignments	
	Lectures	Tutorials	Seminars	Exercises	Laboratory work	Internship/work placement	Contact hours	Self-study hours	Assignments
1. Explanation of the purpose, structure, billing of the subject. The importance of quality in organization management. Basic theories of quality management.	2						2	2	Analysis of literature.
2. Terms of quality management. Characteristics of goods and services that meet consumer needs.	2		2				4	2	Analysis of literature. „Managing quality“, p. 4-12.
3. Development of quality management. The works of quality management gurus and their significance.	2						2	8	Analysis of literature. „Managing quality“, p. 23-30, 58-68; Home work
4. Quality infrastructure. European quality policy.	2						2	4	Analysis of literature. <a href="http://www.eoq.org">www.eoq.org</a> , <a href="http://www.efqm.org">www.efqm.org</a>
5. International, regional and national standardization	2						2	10	Analysis of literature. Export Quality Management. A Guide for Small and Medium-Sized Exporters ; p. 39-71; „A World Built on Standards“; <a href="http://www.iso.org/">http://www.iso.org/</a> ; <a href="http://www.cen.eu/">http://www.cen.eu/</a>
6. Quality conformity assessment system in Europe	2						2	8	Analysis of literature. Export Quality Management. A Guide for Small and Medium-Sized Exporters ; p. 155 – 241;
7. Quality management system	6		4				10	10	Analysis of literature.  Quality Management. Theory and Application; p. 30 – 37;  Export Quality Management. A Guide for Small and Medium-Sized Exporters ; p. 85 - 154; Quality management systems – Requirements (ISO 9001: 2015);
8. Quality management methods	2		4				6	10	Analysis of literature. „Managing quality“, p. 347-359; Quality Management. Theory and Application; p. 26 – 30; Export Quality Management. A Guide for Small and Medium-Sized Exporters ; p. 23-32;

9. Quality audit and certification of management systems.	2		2					<b>4</b>	<b>8</b>	Analysis of literature. Quality Management. Theory and Application; p. 125 - 133 Guidelines for auditing management systems (ISO 19011: 2018); pristatymų rengimas
10. Sustainable development (Environmental protection management systems. Occupational health and safety management system. Environmental labeling.)	4		2					<b>6</b>	<b>10</b>	Analysis of literature.
11. Basic principles and models of total quality management.	6		2					<b>8</b>	<b>10</b>	Analysis of literature. „Managing quality“, p. 30-34; Presentations of course work
<b>Iš viso</b>	<b>32</b>		<b>16</b>					<b>48</b>	<b>82</b>	

Evaluation strategy	Weight proc.	Term	Evaluation criteria
Course work	30	End of course	During the semester, students do 3 homeworks, which are evaluated up to 1 point. Evaluation criteria: depth of analysis, argumentation of statements, application of theory in practice.
Presentation of QM practical issues	10	During seminars and lectures	Will be evaluated: links between the theory of the subject and the practice of organizations, persuasiveness and systematicity of the report, quality of answers to questions
Mid term	30	Mid of the semester	The mid-term consists of closed and open type questions of topics from 1 to 6.
Exam	30	During the session	<p>The exam consists of closed and open type questions from ALL subject topics.</p> <p>The final grade is made by summing up the assessment points of homework, problem presentation in the audience, mid term and exam.</p> <p>92-100 points: Excellent, 10.  83-91 points: very good, 9.  74-82 points: good, 8.  65-73 points: average, 7.  55-64 points: satisfactory, 6.  46-54 points: weak, 5.  Less than 4 points: Unsatisfactory, minimum requirements not met, 4, 3, 2, 1.</p>

Author	Published	Name	Publisher / link
<b>Privaloma literatūra</b>			
Peter D. Mauch	2010	Quality Management. Theory and Application	Taylor and Francis Group. Available in Moodle.
	2011	Export Quality Management. A Guide for Small and Medium-Sized Exporters	International Trade Center. Available in Moodle.

	2012	Managing quality / Edited by Dale B. G., van der Wiele T. and van Iwaarden J.	5th ed.	Malden: Blackwell publishing.
	2015	Quality management systems – Requirements (ISO 9001: 2015)		Access via eLABa
	2018	Guidelines for auditing management systems (ISO 19011: 2018)		Access via eLABa
	2015	A World Built on Standards – A Textbook for Higher Education		Danish Standards Foundation; <a href="https://www.n Sai.ie/images/uploads/standards/A-World-Built-On-Standards-_-A-Textbook-for-Higher.pdf">https://www.n Sai.ie/images/uploads/standards/A-World-Built-On-Standards-_-A-Textbook-for-Higher.pdf</a>
	2015	Quality management systems – Fundamentals and Vocabulary (ISO 9000:2015)		International Organization vor Standardisation. Access via eLABa.
European Commission	2016	EU Blue Book		<a href="https://op.europa.eu/lt/publication-detail/-/publication/ca3224fa-5303-11e6-89bd-01aa75ed71a1/language-lt">https://op.europa.eu/lt/publication-detail/-/publication/ca3224fa-5303-11e6-89bd-01aa75ed71a1/language-lt</a>
<b>Papildoma literatūra</b>				
		European Foundation for Quality Management		<a href="http://www.efqm.org">www.efqm.org</a>
		European Organization for Quality web		<a href="http://www.eoq.org">www.eoq.org</a>
		(European Committee for Standardization web		<a href="http://www.cen.eu">www.cen.eu</a>
		ISO		<a href="http://www.iso.org">www.iso.org</a>
European Commission		EU labels		<a href="https://ec.europa.eu/info/business-economy-euro/product-safety-and-requirements/eu-labels_en/">https://ec.europa.eu/info/business-economy-euro/product-safety-and-requirements/eu-labels_en/</a>
		Ecolabelling.org internetinė svetainė		<a href="http://ecolabelling.org">http://ecolabelling.org</a>