



## QUALITY MANAGEMENT

Programme type	Master's studies (university)
Field of study	Management
Study area	Business and Public Management
Degree	Master in Business Management
Duration	1,5 years (3 semesters)
Workload	90
Language of instruction	English
Location	Vilnius, Lithuania
Starting date	1 <sup>st</sup> of September
Tuition fee EU and Non-EU students	2010 EUR / per semester

### PROGRAMME DESCRIPTION

#### *The objective*

The objective of the programme is to prepare highly qualified managers and leaders processing universal knowledge of quality management, who would know and apply quality management principles and methods in various fields of activity, would be able to recognize and analyse quality related problems, search for the ways to solve them, and implement sound solutions of quality improvement in the dynamic environment. The strengths of the programme are that it:

- has the curriculum that is in line with the curricula of similar programmes at Western universities;
- is delivered by a cohesive team of teachers;
- provides strong skills and deep knowledge of quality management;
- has strong links with business.

In 2015 and 2017, [EDUNIVERSAL Global Ranking](#) ranked Quality Management programme in 8<sup>th</sup> place out of 200 top master's degree programmes in General Management in Eastern Europe; in 2019 - in the 10<sup>th</sup> place out of 30 top master's degree programmes in Quality Management in the world.

According to the data of official surveys, more than 98 percent of programme students and graduates would recommend programme to others.

During the international accreditation conducted by the Centre for Quality Assessment in Higher Education in 2005 and 2013 Quality Management programme received positive evaluation and was accredited for the maximum period of 6 years.

### *Career opportunities*

A graduate of the programme will be qualified to work as a quality manager, quality auditor, process manager, Lean expert, EFQM assessor and expert of ISO and other standards, to work as a consultant, to continue studies on a doctoral level.

### *Access to further studies*

Vilnius University created opportunities for students interested in continuing their education to enter the doctoral studies, which are available in English language; the best of our graduates might be offered employment at the university.

## **KEY LEARNING OUTCOMES**

Programme is designed to give knowledge and practical experience preparing students for the future work in quality management. Learning outcomes of the programme reflect EU Quality policy and are harmonized with EOQ (European Organization for Quality) competence requirements for quality management specialists.

Quality management programme develops general competences:

- Analytical, systemic and critical thinking;
- Ability to perform scientific research;
- Leadership, teamwork, interpersonal and intercultural communication skills;
- Initiative, learning and personal development skills.

Achieving programme goal such specific (professional) competences are developed:

- Ability to demonstrate systematic knowledge and understanding of quality management and other fields;
- Ability to design, implement and integrate organizational management systems;
- Ability to integrate advanced business and quality management practices and use them solving organizational problems;
- Ability to conduct the assessment and improvement of organization's performance.

## **GRADUATION REQUIREMENTS**

Public defence of final thesis.

## **EXAMINATION AND ASSESSMENT REGULATIONS**

The main form of evaluation is an examination. However, course units may be evaluated by the pass/fail evaluation as well. Every course unit is concluded with either a written or written-oral examination or pass/fail evaluation.

## COURSE INFORMATION

The programme has the following structure:

Course Type	1st Semester	2nd Semester	3rd Semester
<b>Compulsory Courses</b>	Research Methods (5 ECTS)	Design of Quality Management Systems (5 ECTS)	Quality Management Seminar (5 ECTS)
	Qualitology (5 ECTS)	Business Process Management (5 ECTS)	Statistical Data Analysis of Survey Using SPSS (5 ECTS)
	Total Quality Management (5 ECTS)	Quality Management Methods (5 ECTS)	Quality Diagnostics and Audit (5 ECTS)
	Research Project I (10 ECTS)	Research Project II (10 ECTS)	Master's Final Thesis (10 ECTS)
<b>Elective Courses</b>	Organizational Psychology (5 ECTS)	International Project Management (5 ECTS)	Leadership (5 ECTS)
	Strategic Management (5 ECTS)	Knowledge and Innovation Management (5 ECTS)	Organisational Psychology (5 ECTS)
	Leadership (5 ECTS)	International Human Resource Management (5 ECTS)	

## ADMISSION REQUIREMENTS AND SELECTION CRITERIA

- Bachelor's degree or its equivalent;
- No less than 20 ECTS credits in the fields of economics, management and business administration or other social sciences or the acquired analogous practical experience substantiated in the motivational letter and during the interview;
- English language proficiency – the level not lower than B2 (following the Common European Framework of Reference for Languages (CEFR)).

For more information on Quality management programme please visit the official homepage of the programme <http://www.kv.ef.vu.lt/en/>

### Academic contact

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### Admission contact

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