

Course syllabus

Course unit code	
Course unit title	Quality management
Name and title of lecturer	Lect., dr. Roma Adomaitiene
Department, centre	Management department
Faculty, division	Economics faculty
Level of course	First cycle
Semester	Autumn, spring
ECTS credits	4,5
VU credits	3
Lecture hall hours	Total: 48
	Lectures: 32
	Seminars: 16
	Laboratory works:
	Consultations:
Prerequisites	-
Language of instruction	English
Objective of the course	One of the most important issues that businesses have focused on in the last decades has been quality. As markets have become much more competitive – quality of goods and services and organization's management has become widely regarded as a key ingredient for success in business. <i>The course objective</i> is to introduce to the main concepts and principles of quality management and to study their implementation in international and Lithuanian companies.
Learning outcomes	<p>At the end of the course students should:</p> <ul style="list-style-type: none"> • be able to use quality management concepts easily; • know peculiarities of evolution of quality management and its significance for the management of modern organizations; • be able to analyse quality features of products and services; • know principles of standardization and conformity assessment; • know peculiarities of implementation, certification and audit of quality management systems; • know the usage of quality control methods for the analysis and solution of organizations' problems.
Course unit content	<p>The course studies cover three groups of topics:</p> <p><i>Introduction:</i> Importance of quality in the management of company. Concepts of quality management. Quality dimensions of goods and services. Quality management evolution and works of quality gurus.</p> <p><i>Quality policy and quality organizations:</i> International and European quality organizations. European quality policy. International, regional and national standardization. System of assessment of quality conformity in Europe.</p> <p><i>Management systems and quality management principles for excellence:</i> Quality management systems. Quality control</p>

	methods. Quality audit and certification of management systems. Sustainable development. Environment management systems. Occupational health and safety management system. Eco-labelling. Total quality management.
Reading list	<ol style="list-style-type: none"> 1. Besterfield D. H. Quality Control. New Jersey, 2001. 471 p. 2. Dale, B. G. Managing Quality. Oxford: Blackwell Publishing, 2002. 471 p. 3. Evans J. R., Lindsay W. M. The management and control of quality. USA: South-Western college publishing, 1999. 4. Foster T. S. Managing quality: An Integrative Approach. New Jersey: Prentice Hall, 2002. 476 p. 5. Goetsch D. L., Davis S. B. Quality management. Introduction to TQM for production, processing and services. New Jersey: Prentice Hall, 2003.
Supplementary reading list	<ol style="list-style-type: none"> 1. European Foundation for Quality Management www.efqm.org 2. European Organization for Quality www.eoq.org 3. International Organization for Standardization www.iso.org 4. European Committee for Standardization www.cen.eu
Teaching methods	<p>To master the theory of the course lectures where subject logic and systematic relationship with business practice are conveyed.</p> <p>Practical skills of quality management are trained doing tasks related to theory, and analysing case studies.</p> <p>Presentation skills are developed doing short presentation in classroom.</p>
Attendance requirements	-
Assessment requirements	<p>The perception of theory is examined through final exam which includes the test with the closed and open questions.</p> <p>Group work making tasks and analysing cases is used to assess students' abilities solving quality management problems.</p>
Assessment methods	<ul style="list-style-type: none"> • Final exam (test) comes to 50 % of final grade. • Seminar tasks that help to master theory of the course come to 40 % of final grade. • Practical presentations about peculiarities of quality management of organizations or products come to 10 % of final grade.
Approved by the department	September, 2010
Authorized by the Study committee	31 August, 2010