

Course syllabus

Course unit code	
Course unit title	Total quality management
Name and title of lecturer	Lect., dr. Roma Adomaitiene
Department, centre	Management department
Faculty, division	Economics faculty
Level of course	Second cycle
Semester	Autumn
ECTS credits	6
VU credits	4
Lecture hall hours	Total: 48
	Lectures: 32
	Seminars: 32
	Laboratory works: Consultations:
Prerequisites	-
Language of instruction	English
Objective of the course	<p>Total quality management (TQM) is a philosophy, methodology and system of tools aimed to create and maintain mechanism of organization's continuous improvement. It involves all departments and employees into improvement of processes and products. It helps to reduce costs and to meet and exceed needs and expectations of customers and other stakeholders of an organization. TQM encompasses the concepts of business and social excellence that is sustainable approach to organization's competition, efficiency improvement, leadership and partnership.</p> <p><i>The objectives of this course</i> is to introduce the main principles of business and social excellence, to generate knowledge and skills of students to use models and quality management methodology for the implementation of total quality management in any sphere of business and public sector.</p>
Learning outcomes	<p>At the end of the course students should:</p> <ul style="list-style-type: none"> • know business excellence models and be able assess organization's performance making reference to their criteria; • know the principles of total quality management and peculiarities of their implementation; • be able to use quality management methods analyzing and solving problems of organization; • know prerequisites of evolution of total quality management and significance of quality gurus' works to the management of modern organizations.
Course unit content	The course studies cover these topics: Quality role managing organizations. Quality management concepts. Prerequisites and stages of Total quality management evolution. Total quality management gurus. Business excellence models. Organization's commitment to satisfy customer's needs.

	Quality function deployment. Planning and leadership achieving quality. Quality management methods. Organization's culture and its change improving organization's performance. Employees' participation in quality improvement processes. Teamwork. Quality circles. Training for achievement of quality. Continuous improvement principles. Benchmarking. Sustainable development (ISO 14001. EMAS. OHSAS 18000.) Corporate social responsibility (Global compact. SA 8000.) Partnership role achieving total quality management. Total quality management implementation.
Reading list	<ol style="list-style-type: none"> 1. Besterfield D. H., Besterfield-Michna C., Besterfield G. H., Besterfield-Sacre M. Total quality management, Prentice Hall, 1999. 656 p. 2. Evans, J. R., Dean J. W. Total quality management, organization and strategy, Thomson, 2003. 399 p. 3. Kanji G. K., Asher M. 100 Methods for Total Quality Management. London: SAGE Publications, 1996. 4. Oakland G. F. Total Quality Management, Oxford, 1995. 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 http://www.efqm.org 2. Emerald Fulltext database http://www.emeraldinsight.com
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 total quality management are trained doing assignments related to theory, and analysing case studies.</p> <p>Presentation skills are developed doing short presentation in classroom.</p> <p>Total quality management principles implementation skills are developed through course project adopting EFQM excellence model criteria to the specific organisation.</p>
Attendance requirements	-
Assessment requirements	The perception of theory is examined through final exam which includes the test with the closed and open questions. Individual and group work (making tasks, analysing cases, reporting about organization's performance according to criteria of EFQM Excellence model) is used to assess students' abilities solving quality management problems, implementing total quality management principles.
Assessment methods	<ul style="list-style-type: none"> • Final exam (test) comes to 60 % of final grade. • Report about the organization's performance comes to 30 % of final grade. • Presentation of organization's strengths and improvement areas (according to report) comes to 10 % of final grade.
Approved by the department	31 August, 2010
Authorized by the Study committee	September, 2010