

CURRICULUM VITAE

GENERAL INFORMATION

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Date of birth: 11-06-1973
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EDUCATION

PhD studies

Date of defence	Institution	Dissertation theme	Acquired scientific degree
2002	Vilnius University	Total quality management formation in Lithuanian universities	PhD of social science

Higher education

Date of graduation	Institution	Qualification acquired
1997	Faculty of Economics, Vilnius University	Master of business administration and management (Commercial quality management specialization)
1995	Faculty of Economics, Vilnius University	Bachelor of business administration and management

Secondary education

Date of graduation	Institution	Qualification acquired
1991	The 2 nd Secondary School of Mazeikiai	Certificate of secondary education

WORK EXPERIENCE

Period	Place	Position
2008-2014	Vilnius university, Quality management centre	Senior specialist
2004 till now	Vilnius University, Faculty of Economics, Department of Management (after reorganization of Department of Quality management)	Lecturer, associated professor
2002 till now	International Business School at Vilnius University	Lecturer
2007	College of Social Sciences, Vilnius branch	Lecturer
2003-2007	Vilnius Management Academy	Lecturer
1997-2004	Vilnius University, Faculty of Economics, Department of Quality management (former Commodity science)	Lecturer, assistant
1995-1997	Vilnius University, Faculty of Economics, Department of Commodity science	Senior laboratory assistant

RESEARCH AND PEDAGOGICAL ACTIVITIES

Description:	
<ul style="list-style-type: none"> • Teaching courses in Lithuanian and English for students of undergraduate and graduate studies; • Participation in the realization of research trend “Research of Quality Management and Business Social Environs”; • Preparation of scientific articles; • Supervision for term papers and master thesis. 	
Areas of research interests	Subjects
Implementation of total quality management in business and education organizations; service quality management; leadership for quality; corporate social responsibility; standardization and certification	Quality management; Total quality management; Service quality management

PARTICIPATION AT VARIOUS ORGANISATIONS, RESEARCH AND STUDY PROGRAMS, WORKING GROUPS, MEMBERSHIPS, CONSULTING

Period	Organisation, work group, programme	Position
2015-	PROMOTE – Promoting and validating key competences in mobility and traineeships in Europe Participating organizations and institutions: Vilnius University (LT), Vytautas Magnus University (LT), Institute of Mobile Technologies for Education and Culture (IMOTEC) (LT), Quality Program (IT), Aristotelio Panepistimio Thessalonikis (AUTH) (EL), Landkreis Kassel (DE), Trendhuis BVBA (BE), Scuola Superiore di Studi e di Perfezionamento Sant’Anna (IT), BUPNET (DE), CATRO (BG), University College London (Centre for Applied Archaeology) (UK), blinc eG (DE), die Berater (AT), Polytechnic Institute of Leiria (PT), Alden Biesen (BE), EUCEN (BE)	Researcher
2014	Vilnius University, Faculty of Communication, Faculty of Economics, Lithuanian art museum Modular training programme “Development of modern museum specialist competencies”	Lecturer of session of “Quality management system in museum” under the module “Museum management culture”
2012 – 2013	Vilnius University, Faculty of Economics, Management department Preparation of report for master programme external accreditation	Member of self-assessment group of Quality management master programme
2011 – 2014	Vilnius University, Quality management centre EU structural funds project “Creation and implementation of internal study quality management system of Vilnius University”	Project expert
2011	Vilnius University, Faculty of Economics EU structural funds project “Update of the 1 st degree study programmes of Economics faculty and implementation of innovative teaching methods”	Lecturer (responsible for the update of description of disciplines of the 1 st degree study programmes)
2010-2014	Ministry of Economy, Republic of Lithuania,	Assessor of National quality prize

2007-2008	Vilnius University, HAAGA-HELIA University of Applied Sciences (Finland) and Manchester Metropolitan University (UK) EU structural funds project “Development of Master’s programme in International Tourism Management”	Lecturer of Service quality management (responsible for the adjustment of teaching material for obligatory course with foreign experts)
2007-2008	Vilnius University EU structural funds project “Development of system of knowledge and special skills assessment establishing Examination Centre of Vilnius University”	Lecturer (responsible for preparation of exam tests for different courses)
2004-2005	Vilnius University Internal project “Development of Studies Quality System”	Member of working group (responsible for analysing peculiarities of quality management at different Western universities; preparing questionnaires to survey students and academic personnel of Vilnius university; analysing survey results and preparing research report.)
2004	The State Patients’ Fund at the Ministry of Health, Republic of Lithuania	Consultant (Consulting on implementation of ISO 9000 quality management system)
2003-2004	Ministry of Economy, Republic of Lithuania, Vilnius University “Development of National quality programme”	Programme developer (responsible for analysing quality system in Lithuania; research of experiences of different European countries in this sphere; preparing scenario of National quality programme)

SUPPLEMENTARY ACADEMIC TRAINING, VISITS

Period	Place	Institution	Topic
12 th of November, 2015, 1 day	Vilnius, Lithuania	Lithuanian Association of Quality Management and Innovation; State food and veterinary service	Good practice visit in State food and veterinary service
3 rd , 5 th , 9 th , 11 th of November 2015, 4 days	Vilnius, Lithuania	Faculty of Economics, Vilnius University, Lithuania	The course „Research methods“ taught by Reardon, James – professor from University of Northern Colorado, USA
2015, 1 day	Vilnius, Lithuania	Lithuanian Association of Quality Management and Innovation	Changes of education quality standards and guidelines in 2015
2015, 1 day	Vilnius, Lithuania	The Lithuanian Confederation of Industrialists	Science and business partnership forum “Business and science cooperation in Sunrise Valley”
2015, 1 day	Vilnius, Lithuania	Lithuanian Association of Quality Management and Innovation; The Education Exchanges Support Foundation, Lithuania	Lifelong learning in pursuance of high value-added development
2015, 1 day	Vilnius, Lithuania	Lithuanian Association of Quality Management and Innovation	International conference “Baltic-Nordic cooperation in the context of EFQM Business Excellence development”
2014, 1 day	Vilnius, Lithuania	Joint-stock company “Kvalitetas”, Lithuania	LEAN with coffee
2014, 1 day	Vilnius, Lithuania	Centre for Quality Assessment in Higher Education	International seminar “Progress and emerging challenges of Bologna Process implementation”
2014, 1 day	Vilnius,	Lithuanian Association of Quality	The development of quality

	Lithuania	Management and Innovation	management and innovation: the experience of Finland and opportunities of Lithuania”
2014, 1 day	Kaunas, Lithuania	Career and Competence Centre of Vytautas Magnus University, Lithuania	National scientific – practical conference “The implementation of assessment and recognition system of informally acquired competences in higher education”
2013, 3 days	Gothenburg, Sweden	European University Association (EUA) and Gothenburg University, Sweden	8 th Quality forum “Working together to take quality forward”
2013, 4 days	Vilnius, Lithuania	Vilnius University, Lithuania	Design and implementation of open and e-learning courses
2013, 1 day	Vilnius, Lithuania	International School of Law and Business, Lithuania	International conference “Higher education – towards excellence”
2013, 1 day	Vilnius, Lithuania	ISM University of Management and Economics, Lithuania	International conference “EQUIS: harmony of external and internal quality assurance”
2012, 2 days	Ghent, Belgium	Ghent University, Belgium	Quality management at higher education
2012, 1 day	Vilnius, Lithuania	Promoters of national project “Preparation of National Concept of European Credit Transfer and Accumulation System (ECTS): Harmonization of Credits and Design and Implementation of Methodology of Learning Outcomes Based Study Programmes”	Final conference of the project “Towards Lithuanian credits system”
2011, 2 days	Riga, Latvia	TQM Consulting Group Inc. (TQMCG), Switzerland	EFQM Leaders for Excellence
2011, 2 days	Cork, Ireland	University College Cork (UCC)	Quality management at higher education
2011, 1 day	Vilnius, Lithuania	The Education Exchanges Support Foundation, Lithuania	Conference “Unanimously for study quality: harmonization of expectations, needs and results”
2008, 3 days	Cyprus, Nicosia	College of Tourism and Hotel Management, Cyprus	Service (tourism) quality management
2007, 3 days	Great Britain, Manchester	Manchester Metropolitan University, UK	Tourism quality management
2006, 1 day	Vilnius, Lithuania	Ministry of Social Security and Labour of Republic of Lithuania, “Investors’ forum”, UN Development Programme, World Bank	Square table discussion about social responsibility
2002, 2 days	Vilnius, Lithuania	Lithuanian Public Administration Institute	Seminar “Implementation of model of total quality management in public sector”
1999, 18 days	Stockholm, Sweden	Swedish International Development Cooperation Agency and Consultancy Agency “Sandholm Associates AB”	International programme “Total quality management”
1997, 11 days	Leuven-la-neuve, Belgium	Consumer Law Centre of Law Faculty of Catholic University of Louvain and Luxembourg University Fund	Summer school “European Environmental Law and Policy“

MAIN PUBLICATIONS

1. Paskovska M., Adomaitiene R. (2015), "Elektronines prekybos interneto svetainiu kokybes vertinimas (Quality assessment of E-commerce websites)", <i>Lietuvos augimo ir stabilumo strategines kryptys: Nacionalines mokslines praktines konferencijos</i> , vykusios 2015 m. spalio 22 d. recenzuotu straipsniu rinkinys, p. 231-239. ISBN 978-609-459-613-1.
2. Adomaitiene R. (2015), "Visuotines kokybes vadyba (Total quality management)", Training book. Approved by the Committee of Quality management Master Programme of Vilnius University Faculty of Economics.
3. Varanauskaite K., Adomaitiene R. (2015), "Kano modelio taikymas vaiku darzeliu paslaugu kokybes vertinimui (Application of Kano model for the assessment of kindergarten service quality)", <i>Organizaciju vadyba: sisteminiai tyrimai</i> , Nr. 73, p. 143-160. http://dx.doi.org/10.7220/MOSR.2335.8750.2015.73.8 .
4. Adomaitiene, R. (2013), "Vilniaus universiteto studiju kokybes vadybos sistemos vidaus auditas (Internal audit of quality management system of Vilnius University)", Electronic learning course designed for community of Vilnius University. Available at virtual learning environment: https://vma.esec.vu.lt/
5. Milisiunaite, I., Adomaitiene, R. and Galginaitis, J. (2009), "Quality management as a tool for quality culture embedment: Vilnius University approach", <i>31st Annual EAIR Forum</i> . Vilnius University, 23 – 26 August. Vilnius. Available at: http://www.eair.nl/forum/vilnius/pdf/595.pdf (Accessed 28 April, 2014).
6. Adomaitiene, R. and Slatkeviciene, G. (2008), "Employee satisfaction and service quality in contact centres", <i>Economics and management – 2008: international scientific conference proceedings</i> , Kaunas: Technologija, pp. 770-775, ISSN 822-6515.
7. Ruzevicius, J., Adomaitiene, R. and Serafinas, D. (2007), "Peculiarities of quality assurance in higher education: a study of Lithuanian institutions," <i>Organizaciju vadyba: sisteminiai tyrimai</i> , Vol. 44, pp. 107-123, ISSN 1392-1142.
8. Serafinas, D., Adomaitiene, R. and Ruzevicius, J. (2007), "Peculiarities of education quality assurance in Lithuania", <i>The Asian journal on quality</i> , Vol. 8 No. 2, pp. 1-19, ISSN 1598-2688.
9. Adomaitiene, R., Slatkeviciene, G. and Ruzevicius, J. (2006), "Striving for effectiveness and excellence at Lithuanian organizations", <i>International business in transition economies: proceedings of third international conference</i> , pp. 589-606, ISSN 1395-859.
10. Ruzevicius, J., Adomaitiene, R., Serafinas, D. and Daugviliene, D. (2006), "Peculiarities of education quality assurance", <i>9th international quality management and organisational development conference: proceedings</i> , Liverpool, pp. 804-814, ISBN 0-9553349-0-X.
11. Ruzevicius, J., Adomaitiene, R., Serafinas, D. and Daugviliene, D. (2006), "Quality of education as a factor of life's quality", <i>Global safety of commodity and environment life. Quality of life: proceedings of the 15th symposium of IGWT</i> , Kyiv, Vol. 1, pp. 50-54, ISBN 966-8314-27-1.
12. Slatkeviciene, G., Adomaitiene, R. and Ruzevicius, J. (2005), "Quality policy and competitiveness of the country", <i>Ekonomika</i> , Vol. 69, pp. 129-139, ISSN 1392-1258.
13. Slatkeviciene, G., Adomaitiene, R., Ruzevicius, J. and Marcinskas, A. (2005), "Quality policy impact on competition of organizations", <i>Quality management for organisational and regional development: international conference proceedings</i> , Palermo, pp. 797-808.
14. Adomaitiene, R., Slatkeviciene, G. and Ruzevicius, J. (2004), "The impact of quality policy on the competitiveness of organizations". <i>Catalysts and impediments of economic development in Central and Eastern Europe: proceedings of international conference in celebration of the 425th anniversary of Vilnius University</i> , Vilnius, pp. 247-249, ISBN 9986-19-664-7.
15. Ruzevicius, J., Adomaitiene, R. and Sirvidaite, J. (2004), "Motivation and efficiency of quality management systems implementation: a study of Lithuanian organizations", <i>Total Quality Management & Business Excellence</i> , Vol. 15 No. 2, pp. 173-189, ISSN 1478-3371.
16. Adomaitiene, R. (2002), "Ekonomistu ir vadybininku rengimo kokybes tyrimas (Study of economists and managers' preparation quality)", <i>Ekonomika. Mokslo darbai</i> , Vol. 58, pp. 7-18, ISSN 1392-1258.
17. Adomaitiene, R. and Ruzevicius J. (2002), "Visuotines kokybes vadybos diegimo ypatumai Vakarų saliu universitetuose (Peculiarities of total quality management implementation in universities of western countries)", <i>Organizaciju vadyba: sisteminiai tyrimai</i> , Vol. 22, pp. 7-21, ISSN 1392-1142.
18. Adomaitiene, R. and Ruzevicius, J. (1999), "Total quality management implementation in Lithuanian education institutions", <i>TQM for university II: proceedings of the international conference</i> , Verona, pp. 499-509, Available at: http://www.docstoc.com/docs/41072318/TQM-IMPLEMENTATION-IN-LITHUANIAN-EDUCATION-INSTITUTIONS (Accessed 28 April, 2014).
19. Makijovaite, R. and Ruzevicius, J. (1998), "Problems and perspectives of TQM implementation in Lithuanian education institutions", <i>TQM for university I: proceedings of the international conference</i> , Toulon, pp. 139-144.
20. Ruzevicius, J. and Makijovaite, R. (1998), "Total Quality Management: Philosophy, Methods, Models",

Forum Ware, 1998, Vol. 1-4, pp. 58-65.

21. Makijovaite, R. and Ruzevicius, J. (1997), "Problems and perspectives of TQM implementation in education institutions and business practice", *Commodity Science and Sustainable Development Proceedings of the 11th IGWT Symposium*, Vienna: Vienna University of Economics and Business Administration, pp. 225-227.

CONFERENCES

Year	Name of conference	Organization	Presentation
2015	Lietuvos ekonomikos augimo ir stabilumo strateginės kryptys	Lithuanian Association of Economists and Vilnius University Faculty of Economics	Elektroninės prekybos interneto svetainių kokybės vertinimas (Quality assessment of e-commerce web sites)
2008	Economics and management – 2008	Kaunas Technology University	Employee satisfaction and service quality in contact centres
2006	Challenges of quality management: value for a consumer or benefit for a business	Kaunas Technology University	Integruoto gebėjimu brandos modelio kaip programines irangos kokybes užtikrinimo priemonės vertinimas (Assessment of integrated capacity maturity model as a tool for software quality assurance)
2004	Kokybes vadybos poveikis šalies ūkiui, Lietuvai įstojus į Europos Sąjungą	Kaunas Technology University	The problems of product environmental certification and eco-labelling
2004	Catalysts and impediments of economic development in Central and Eastern Europe	Vilnius University	The impact of quality policy on the competitiveness of organizations
2004	International business in transition economies	Stockholm School of Economics in Riga, Aalborg University	Striving for effectiveness and excellence at Lithuanian organizations
2003	Lietuvos ir Europos Sąjungos kokybės rėmimo ir teisinio reglamentavimo derinimas	Kaunas Technology University	National quality programme influence on competitive ability of country
1999	Economics and management – 1999	Kaunas Technology University	The Questions of Quality Internationalization and Methodology
1998	Lithuania without science, Lithuania without future	Vilnius Gediminas Technical University	Problems and perspectives of Total Quality Management (TQM) implementation in education institutions
1997	Commodity Science and Sustainable Development	Vienna University of Economics and Business Administration	Problems and perspectives of TQM implementation in education institutions and business practice

FOREIGN LANGUAGES*

Language	Understanding		Speaking		Writing
	Listening	Reading	Oral communication	Oral presentation of information	
English	4	4	4	4	4
Russian	3	3	2	2	2
Spanish	1	1	1	1	1

*Levels of foreign language proficiency: 5 – excellent, 4 – good, 3 – average, 2 – satisfactory, 1 – basics.