

Course unit description

Course unit title	Course unit code
Design of Quality management systems	

Lecturer(s)	Department where the course unit is delivered
Coordinator: assoc.prof.Dr. Dalius Serafinas Other lecturers:	Faculty of Economics

Cycle	Level of course unit	Type of the course unit
Second		Compulsory

Mode of delivery	Semester or period when the course unit is delivered	Language of instruction
Face to Face	1st Semester	Lithuanian

Prerequisites
Management, Marketing, Micro Economics, International Economics

Number of ECTS credits allocated	Student's workload	Contact hours	Individual work
5	138	48	90

Purpose of the course unit: programme competences to be developed		
Development of special competences: <ul style="list-style-type: none"> - To understand processes in the organizations, to be able define, systemize and analyze them; - To be able to reorganize processes in order to satisfy requirements of various international (quality – ISO 9001; environmental – ISO 14001, social responsibility – SA8000, health and safety – OHSAS 18001 etc.) national (e.g.: HN – 15, oth., legal requirements) , and corporative (IKEA, Toyota, Nestle etc.) management standard requirements. 		
Learning outcomes of the course unit	Teaching and learning methods	Assessment methods
Students will pursue theoretical process analysis and management methods, and will be able to apply them to various processes of organizations.	Lectures (problem teaching), discussions, analysis of literature and case studies, self-studies	Exam in written
Students will be able to identify the requirements and will be able to apply them to certain organization.		
Students will be able to reorganize of processes of chosen organizations, and to apply quality and efficiency improvement methods.		
Students will pursue the basis of systemic thinking, and will be able to apply them when improving activities of organizations	conformance according to the quality management standards; self-studies, individual tasks and group projects.	Discussions on projects made.
Students will be able to understand and to explain to others the requirements of international standards, the application conditions, benefits and constraints.		
Students will pursue the specifics of team work, they will be able to achieve common goals in coordinated way, to perform complex tasks when designing and implementing quality management systems.		
Students will be able to find necessary literature and methodological help for implementing of quality management systems.	Self-studies	Answers to open questions in written
Students will be prepared for design of quality management systems independently, by using standardized software.		

Course content: breakdown of the topics	Individual work: time and assignments							Assignments
	Lectures	Tutorials	Seminars	Laboratory work	Internship/work placement	Contact hours	Individual work	
1. Quality management concepts and principles.	2		1			3	4	Scientific literature review
2. Quality management standards and related national and corporative requirements.	2		1			3	4	Review of scientific and special literature
3. International standards (ISO 9001, ISO 14001, OHSAS 18001, ISO 22000, SA8000) application principles and development directions.	2		1			3	8	Review of scientific and special literature
4. Comparative analysis of documents of quality management systems of organizations.	2		1			3	4	Review of scientific and special literature
5. The analysis management system of selected organization.	2		1			3	8	Review of scientific and special literature
6. Value chain and design of it's processes.	2		1			3	4	Review of special literature; project preparation
7. Optimization and increase of effectiveness of business processes.	2		1			3	8	Review of special literature; project preparation
8. The establishment of business process links and interrelations.	2		1			3	8	Review of special literature; project preparation
9. Identification and implementation of strategic management processes.	2		1			3	4	Review of special literature; project preparation
10. The analysis and improvement of processes of public organizations.	2		1			3	6	Review of special literature; project preparation
11. Comparative analysis of designed and implemented quality management systems.	2		1			3	4	Review of scientific literature; project preparation
12. The integration of standard requirements into existing and newly designed processes.	2		1			3	8	Review of scientific literature; project analysis and discussions
13. The application of quality and effectiveness improvement methods.	2		1			3	8	Review of scientific literature; project analysis and discussions
14. Analysis of quality costs.	2		1			3	4	Review of scientific literature; project analysis and discussions
15. Motivation of stakeholders when implementing quality management systems.	2		1			3	4	Review of scientific literature; project analysis and discussions
16. The evaluation of system's conformance.	2		1			3	4	Review of scientific literature; project analysis and discussions
Total	32		16			48	90	

Assessment strategy	Weight %	Deadline	Assessment criteria
Intermediate test	25	After 8 th theme	3 open questions and intermediate presentation of the project (the value of every question is 5 points; project - 10 points).

Practical task – Quality management system project	30	After 11 th theme	The logics of the system designed (up to 5 points), conformance to international requirements (up to 10 points) , meeting the business needs (up to 15 points).
Final exam and project presentation	45	January	3 open questions and presentation of findings (the value of each question is 10 points; report - 15 points).

Author	Publising year	Title	Issue No or volume	Publishing house or Internet site
Required reading				
D. Serafinas	2011	Kokybės vadybos teorijos praktinis taikymas/Practical application of quality management theory		http://www.kv.ef.vu.lt/wp-content/uploads/2010/10/MOKOMOJI-KNYGA-Kokybes-vadybos-teorijos-praktinis-taikymas.pdf
J. Ruževičius	2006	Kokybės vadybos metodai ir modeliai / Quality management methods and models		http://www.kv.ef.vu.lt/wp-content/uploads/2010/10/KNYGA-2-JR.pdf
-	2001	LST EN ISO 9001 : kokybės vadybos sistemos. Reikalavimai(ISO 9001:2000)		Lietuvos standartizacijos departamentas, 2001
Optional reading				
-	2005	Standards and guidelines for quality assurance in European Higher education area.		European Association for Quality Assurance in Higher Education. Helsinki, 2005
A. V. Feigenbaum	1991	Total Quality control		Library of Congress Cataloging-in-Publication Data. By McGraw-Hill, United States, 1991.
V. D. Hunt		Process Mapping. How to Reengineer Your Business Processes		McGraw-Hill, USA, 1996.