

### Course unit description

Course unit title	Course unit code
Qualitology	

Lecturer(s)	Department where the course unit is delivered
<b>Coordinating:</b> prof. dr. (HP) J. Ruževičius <b>Other(s):</b>	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
Contact	1st Semester	Lithuanian

Prerequisites

Number of ECTS credits allocated	Student's workload	Contact hours	Individual work
5	138	64	74

<b>Purpose of the course unit: programme competences to be developed</b>		
<p>The goal of the subject: to present students with the most recent trends in quality science and practice, to study the evolution and development of quality management, its current scope, concepts, content and principles, to form the ability to analyse practical and theoretical quality management information, and to teach how to apply it in strategic development of the organisation, practical solutions of business tasks in quality management, and to make relevant individual managerial solutions.</p> <p>The subject aims to develop:</p> <p>a) <i>specific competences</i> in quality management field:</p> <ul style="list-style-type: none"> <li>- ability to analyse, generalise and use theoretical and methodological information of quality management;</li> <li>- ability to manage organisations' relationship with market and public sector using tools of quality management;</li> <li>- ability to analyse and solve quality related problems in the fields of international standardisation, certification, environmental protection, sustainable development and social responsibility;</li> <li>- managerial and leadership skills.</li> </ul> <p>b) <i>general students' competences</i>:</p> <ul style="list-style-type: none"> <li>- ability of abstract thinking, information analysis and systemisation in the field of quality management (analytical skills);</li> <li>- ability to apply quality management knowledge in practice, and to analyse practical problems in teamwork or individually;</li> <li>- ability to make scientific generalisations.</li> </ul>		
Learning outcomes of the course unit	Teaching and learning methods	Assessment methods
Students will know the major contemporary theoretical principles and models of quality management, and will be able to use them for the solution of practical tasks	Lectures (problem teaching), individual analysis of the material, individual assignments (papers and their presentations during the seminars). Discussions.	Written and oral assignments. Assessment of analysis depth and arguments for propositions in reports, thesis and exam, assessment of students' activity during the seminars.
Students will know value orientations of quality and contemporary scope of quality management science, will be able to identify its objects properly, and use all knowledge for the strategic development of organisations Students will know quality of life models, indicators and peculiarities of their assessment		
Students will know international systems of standards, and will be able to use standards as methodological and technical instruments of quality management		

Students will be able to identify and assess quality related indicators of sustainable development (including ecological footprint, CO2 footprint, etc.) and use them for the development of organisations' environmental protection strategies.		
Students will be able to identify and assess impact of intellectual products for the quality of production and organisations.	Lectures (problem teaching), case analysis, individual studies of material, analysis of activity quality management in selected organisations, individual assignments (papers, reports and their presentation during seminars). Discussions.	Written and oral assignments. Assessment of analysis depth and arguments for propositions in reports, thesis and exam, assessment of students' activity during the seminars.
Students will be able to analyse, assess and form social responsibility strategies and systems of their tools for the organisations.		
Students will be able to interrelate properly various quality management solutions, and critically assess organisations' performance quality policy and practices.		
Students will know international system of products and activity quality certification, will be able to identify its elements, interrelationships, and opportunities of their usage for successful business	Lectures (problem teaching), case analysis, individual studies of material, individual assignments (reports, papers). Discussions.	Written and oral assignments. Assessment of analysis depth and arguments for propositions in reports, thesis and exam, assessment of students' activity during the seminars.
Students will be able to identify technical quality related barriers to international trade (activity)		
Students will be able to improve organisations' performance quality, form and critically assess organisations' policies and values related to quality, environment protection and social responsibility		

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. Significance of quality in international business and trade, trends of quality internationalisation. Scope of current quality management.	4		2			6	4	Analysis of indicated scientific and teaching material
2. Evolution of quality (quality management). Concept, major terms and definitions of quality. Quality management principles.	4		2			6	7	Analysis of indicated scientific and teaching material, preparation of papers and reports (presentations)
3. Quality management as a profession. Requirements for quality consultants (ISO 10019:2005) and peculiarities of consulting business.	2		2			4	7	Analysis of indicated scientific and teaching material, preparation of papers and reports (presentations)
4. Quality of life: models, indicators, peculiarities of assessment	2		1			3	7	Analysis of indicated scientific and teaching material, preparation of papers and reports (presentations)
5. Product typology: intellectual products (inventions, business intelligence, industrial design, brands, copyright and neighbouring works, identification of products' geographical origin) as	4			4		8	7	Analysis of indicated scientific and teaching material, preparation of papers and reports

a part of product quality							(presentations)	
6. International Technical Barriers to trade (TBT) system and quality. Objects and content of TBT and SPS (sanitary and phytosanitary) agreements	2		1			3	7	Analysis of indicated scientific and teaching material, preparation of papers and reports (presentations)
7. Assessment and certification of quality conformity. Protocol to the Europe Agreements on Conformity Assessment (PECA). Peculiarities of conformity assessment of European security mark CE and quality mark "Key Mark". Religious-ethnic (Halal, Kosher) and social (Fair trade) certification of product quality	4			4		8	7	Analysis of indicated scientific and teaching material, preparation of papers and reports (presentations)
8. International, regional and national standardisation. Variety of laws and standards and criteria of their compulsory applicability. EU directives of new approach	2		2	2		6	7	Analysis of indicated scientific and teaching material, preparation of papers and reports (presentations)
9. Sustainable development, its indicators and tools. Ecologic footprint. CO2 footprint. Eco-labelling and certification of products and services	2		2	2		6	7	Analysis of indicated scientific and teaching material, preparation of papers and reports (presentations)
10. Typology and interrelations of quality management, environmental protection, security and social responsibility systems and tools	2		2	2		6	7	Analysis of indicated scientific and teaching material, preparation of papers and reports (presentations)
11. International typology and peculiarities for quality assessment of particular product groups	4		2	2		8	7	Analysis of indicated scientific and teaching material, preparation of papers and reports (presentations)
<b>Total</b>	<b>32</b>		<b>16</b>	<b>16</b>		<b>64</b>	<b>74</b>	

Assessment strategy	Weight %	Deadline	Assessment criteria
Report	20 (up to 2 points)	Following the schedule confirmed in the beginning of the semester	Depth of analysis, arguments of propositions, suitability and completeness of scientific references used, relationship with practice, persuasive and systematic presentation, originality and grounding of scientific insights, quality of answers.
Paper	20 (up to 2 points)	Until 10 <sup>th</sup> of December	Depth of analysis, arguments of propositions, suitability and completeness of scientific references used, relationship with practice, originality and grounding of scientific insights, quality of answers, conformity with format requirements of paper.
Written exam	60 (up to 6 points)	During examination session	Exam consists of 12 multiple choice and open questions (situations); each of answers is assessed from 0 to 0,5 points depending on answer quality. Exam might add up till 6 points, grading is achieved by summing up assessments for each answer. The final grade is a sum of grades for exam, report and paper, or percentage: 95-100% - excellent, 10 points 85-94% - very good, 9 75-84% - good, 8 65-74% - average, 7 55-64% - satisfactory, 6 50-54% - weakly, 5 Less than 50% - minimal requirements are not met, level described in paragraphs above is not reached:

insufficiently - 4, 3, 2, 1.

Author	Publis hing year	Title	Issue No or volume	Publishing house or Internet site
<b>Required reading</b>				
Ruževičius, J.	2007	Kokybės vadybos modeliai ir metodai: Vadovėlis (Quality management methods and models)		Vilnius: VU <a href="http://www.kv.ef.vu.lt">www.kv.ef.vu.lt</a>
Foster, Th	2004	Managing Quality., 2004.		New Jersey: Pearson Education
Ruževičius, J.	2012	Management de la qualité. Notion globale et recherche en la matière: Manuel (Quality Management)		Vilnius: Maison d'éditions Akademinė leidyba
<b>Optional reading</b>				
Quality management journals in the internet		<i>Quality Progress.</i> <i>European Quality.</i> <i>The TQM (Total Quality Management) magazine.</i>		<a href="http://www.asq.org/pub/qualityprogress/">http://www.asq.org/pub/qualityprogress/</a> <a href="http://www.european-quality.co.uk">http://www.european-quality.co.uk</a> <a href="http://www.mcb.co.uk/tqm.htm">http://www.mcb.co.uk/tqm.htm</a>
Optional reading provided in the homepage of Quality management programme				<a href="http://www.kv.ef.vu.lt">www.kv.ef.vu.lt</a>