

Course unit description

| Course unit title | Course unit code |
|------------------------------------|------------------|
| Quality diagnosis and audit | |

| 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 | 3rd Semester | Lithuanian |

| Prerequisites |
|-----------------------------------------------------------------|
| Management, Marketing, Micro Economics, International Economics |

| Number of ECTS credits allocated | Student's workload | Contact hours | Individual work |
|----------------------------------|--------------------|---------------|-----------------|
| 5 | 136 | 38 | 98 |

| Purpose of the course unit: programme competences to be developed | | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------|
| Development of special competences: <ul style="list-style-type: none"> - To be able to recognize the processes that are in organizations, to be able to evaluate them according to requirements of international standards and business; - To be able to perform quality – ISO 9001 ; environmental – ISO 14001; social responsibility – SA8000 ; occupational and health safety – OHSAS 18001 audits. | | |
| Learning outcomes of the course unit | Teaching and learning methods | Assessment methods |
| Students will pursue theoretical and practical aspects of quality audits, and will be able to apply them to various audits and diagnosis of organizations | Lectures (problem teaching), discussions, analysis of literature and case studies, self-studies | Exam in written |
| Students will be able to perform audits in operating companies according various international standards. | | |
| Students will be able to perform process efficiency evaluation. | | |
| Students will develop skills of quality diagnosis and auditing, and will be able to apply them when improving the performance of organizations. | Presentations of projects, discussions, evaluation of conformance according to the quality management standards; self-studies, individual tasks and group projects. | Discussions on audits performed; evaluation of reports precision |
| Students will be able to interpret the requirements of international standards | | |
| Students will develop skills of reporting and monitoring of improvement activities. | | |
| Students will be able to find necessary literature and methodological help for preparing for and performing of quality diagnosis and audits. | Self-studies | Answers to open questions in written |
| Students will be able to perform internal quality audits independently. | | |

| Course content: breakdown of the topics | Individual work: time and assignments |
|-----------------------------------------|---------------------------------------|
| | |

| | Lectures | Tutorials | Seminars | Laboratory work | Internship/work placement | Contact hours | Individual work | Assignments |
|---------------------------------------------------------------------------------------------------------------------|-----------|-----------|-----------|-----------------|---------------------------|---------------|-----------------|---------------------------------------------------------------------------|
| 1. Quality audit principles and processes. | 2 | | | | | 2 | 6 | Scientific literature review |
| 2. International requirements to quality audit.. | 2 | | | | | 2 | 6 | Review of scientific and special literature |
| 3. Interpretation of international standards– ISO 9001, ISO 14001, OHSAS 18001, ISO 22000, SA8000 during the audit. | 2 | | | | | 2 | 10 | Review of scientific and special literature; Auditing practice |
| 4. Preparation for quality audits in business organizations. | 2 | | 2 | | | 4 | 4 | Review of special literature; Auditing practice |
| 5. Quality audits in business organization. | 2 | | 2 | | | 4 | 10 | Review of special literature; Auditing practice |
| 6. Preparation for the quality audit in education institution. | 2 | | 2 | | | 4 | 6 | Review of special literature; Auditing practice |
| 7. Quality audits in education institution. | 2 | | 2 | | | 4 | 10 | Review of special literature; Auditing practice |
| 8. Document review. | 2 | | | | | 2 | 10 | Review of special literature; Auditing practice |
| 9. Assumptions and facts when collecting data during the audits; triangulation method. | 2 | | | | | 2 | 8 | Review of special literature; Case study |
| 10. The specifics of public sector's quality audit. | 2 | | | | | 2 | 6 | Review of special literature |
| 11. Preparation for the quality audit in public sector institution. | 2 | | 2 | | | 4 | 4 | Document review of organization; |
| 12. Quality audits in public sector institution. | 2 | | 2 | | | 4 | 8 | Review of scientific and special literature; Auditing process discussions |
| 13. Reporting and communicating. | 2 | | | | | 2 | 10 | Review of special literature; Discussions on audit findings |
| Total | 26 | | 12 | | | 38 | 98 | |

| 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 audit | 30 | After 11 th theme | The organization of audit process (up to 5 points), conformance to international requirements (up to 10 points) , meeting the business needs (up to 15 points). |
| Final exam and report presentation | 45 | January | 3 open questions and presentation of findings (the value of each question is 10 points; report - 15 points). |

| Author | Publishing year | Title | Issue No or volume | Publishing house or Internet site |
|--------|-----------------|-------|--------------------|-----------------------------------|
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| 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/MO-KOMOJI-KNYGA-Kokybes-vadybos-teorijos-praktinis-taikymas.pdf |
| A. Kaziliūnas | 2006 | Kokybės analizė, planavimas ir auditas : monografija / Adolfas Kaziliūnas ; Mykolo Romerio universitetas. / <i>Quality analysis, planing and audit</i> | | Vilnius : Mykolo Romerio universitetas, 2006. |
| - | 2003 | LST EN ISO 19011:2003 : Kokybės ir (arba) aplinkos vadybos sistemų audito rekomendacijos (ISO 19011:2002) | | Lietuvos standartizacijos departamentas, 2003 |
| Optional reading | | | | |
| D. Lascelles, R. Peacock | 1996 | Self-assessment for business excellence. | | McGrawhill Book company, 1996. |