

SUBJECT (MODULE) DESCRIPTION

The name of the academic subject (module)	Code
Quality management	

Staff	Division
Co-ordinator: Associated professor, dr. R. Adomaitiene Other(s):	Faculty of Economics

Cycle of studies	Type of the subject (module):
First	Elective

Form of implementation	Period	Language of instruction
Lectures, independent work	Autumn semester	English

Requirements for student			
Prerequisites: -		Additional requirements (if any): -	
Volume of the subject (module) in credits	Total student's workload	Contact hours	Independent work hours
5	133	48	85

Aims of the subject (module): competences to be built by the study programme		
<p>The purpose of this subject is to present the infrastructure and regulation of quality management, to form ability to implement management systems and to apply concepts and methodology of quality management to the performance of organizations.</p> <p>Through this subject it is strived to develop the ability:</p> <ul style="list-style-type: none"> • To apply theoretical knowledge of quality management in the practice of organizations; • To communicate in interpersonal context; • To analyse information of quality management and to make sound conclusions; • To realize projects of implementation of management systems; • To plan and organize quality management activities in business and public organizations. 		
Intended outcomes of the subject (module)	Study methods	Assessment methods
Will perceive theoretical ground of quality management	Lectures (problematic teaching), discussions, individual studies of literature, group assignments, presentation of topics of quality management	Closed and open questions in the test, assessment of depth of theoretical analysis in presentation, assessment of links of theory and business practice in presentation
Will be able to identify quality management problems and to assess their consequences	Lectures (problematic teaching), discussions, individual studies of literature, group assignments, case study, presentation of topics of quality management	Assignments in written, assessment of links of theory and business practice in presentation
Will be able to work in a group	Group assignments, discussions, case study, presentation of topics of quality management	Assignments in written, assessment of presentation
Will be able to find, to collect and to systematize information of quality management	Individual studies of literature, presentation of topics of quality management	Assessment of presentation, closed and open questions in the test
Will perceive the peculiarities of processes control at organizations	Lectures (problematic teaching), discussions. individual studies of literature, group assignments, presentation of topics of quality management	Closed and open questions in the test, assignments in written, assessment of links of theory and business practice in presentation
Will be able to use quality control methods	Lectures (problematic teaching), discussions,	Closed and open questions in the test, assignments in written

	individual studies of literature, group assignments	
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Themes	Contact hours							Independent work assignments		
	Lectures	Consultations	Seminars	Practical classes	Practical classes	Lab works	Practice	Total contact hours	Independent work	Assignments
1. Explanation of subject's purpose, structure and assessment. Importance of quality in the management of company.	2							2	3	Study of literature, discussions
2. Concepts of quality management. Quality dimensions of goods and services.	2		2					4	4	Study of literature, practical assignment
3. Quality management evolution. Works of quality gurus and their importance.	2							2	10	Study of literature, discussions
4. Quality infrastructure. European quality policy	2							2	4	Study of literature, discussions
5. International, regional and national standardization	2							2	6	Study of literature, discussions
6. System of assessment of quality conformity in Europe	2							2	6	Study of literature, discussions
7. Quality management system	6		4					10	12	Study of literature, practical assignment, case study, preparation of presentations
8. Quality control methods	2		4					6	10	Study of literature, practical assignments, preparation of presentations
9. Quality audit and certification of management systems	2		2					4	10	Study of literature, practical assignment, preparation of presentations
10. Sustainable development (Environmental management systems. Occupational health and safety management system. Eco-labelling.)	4		2					6	10	Study of literature, case study, preparation of presentations
11. The main principles and models of total quality management	6		2					8	10	Study of literature, case study, preparation of presentations
Total:	32		16					48	85	

Assessment strategy	Share in %	Time of assessment	Criteria of assessment
Practical assignments, case studies	40	Until the last lecture of the subject	Each assignment and case study is assessed with 0,5 points.
Presentation of topics of quality management in classroom	10	During seminars	Depth of analysis, links of theory and business practice, suggestibility and organization of presentation, quality of answers to questions
Exam	50	During exam session	30 closed questions (assessed with 0,15 points) and one open question (assessed with 0,5 points).

Author	Published in	Title	Volume of a periodical or publication	Place of publishing, publishing house, or Internet reference
Compulsory literature				
Beckford J.	2002	Quality		London: Routledge
Edwards A.	2001	ISO14000 environmental certification		Oxford: Butterworth-Heinemann
Evans J. R., Lindsay W. M.	2002	The management and control of quality		Thomson learning
Foster T. S.	2002	Managing quality: An Integrative Approach		New Jersey: Prentice Hall
Goetsch D. L., Davis S. B.	2003	Quality management. Introduction to TQM for production, processing and services		New Jersey: Prentice Hall
Supplementary literature				
		European Foundation for Quality Management		www.efqm.org
		European Organization for Quality		www.eoq.org
		European Committee for Standardization		www.cen.eu
		International Organization for Standardization		www.iso.org