



## COURSE (MODULE) DESCRIPTION

Course title	Code
<b>DESIGN OF QUALITY MANAGEMENT SYSTEMS</b>	

Staff	Department
<b>Coordinator:</b> assoc. prof. Dalius Serafinas <b>Other(s):</b>	Management Department, Faculty of Economics

Study cycle	Course type
First	Compulsory

Form of implementation	Period of implementation	Language of instruction
Classroom	2th semester	English

Requirements for student	
<b>Prerequisites: no</b>	<b>Additional requirements (if any): -</b>

Number of ECTS credits	Student's workload	Contact hours	Individual work
5	136	24	112

Purpose of the subject and competences developed
--

Development of special competences:

- 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	Teaching methods	Assessment methods
<ul style="list-style-type: none"> <li>-Students will pursue theoretical process analysis and management methods, and will be able to apply them to various processes of organizations.</li> </ul>	Lectures (problem teaching), discussions, analysis of literature and case studies, self-studies	Exam in written
<ul style="list-style-type: none"> <li>- Students will be able to identify the requirements and will be able to apply them to certain organization.</li> </ul>		
<ul style="list-style-type: none"> <li>- Students will be able to reorganize of processes of chosen organizations, and to apply quality and efficiency improvement methods.</li> </ul>		
<ul style="list-style-type: none"> <li>- Students will pursue the basis of systemic thinking, and will be able to apply them when improving activities of</li> </ul>	Presentations of projects, discussions, evaluation of conformance according to the	Discussions on projects made.

organizations.	quality management standards; self-studies, individual tasks and group projects.	
- 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.	Self-studies	Answers to open questions in written
- Students will be able to find necessary literature and methodological help for implementing of quality management systems;		
- Students will be prepared for design of quality management systems independently, by using standardized software.		

Course themes	Contact / Individual work: time and assignments								Assignments
	Lectures	Tutorials	Seminars	Practical classes	Laboratory work	Practice	Contact hours	Individual work	
1. Quality management concepts, principles and processes.	2						2	8	Scientific literature review
2. Quality management standards and related national and corporate requirements.							2	24	Review of scientific and special literature
3. International standards (ISO 9001, ISO 14001, OHSAS 18001, ISO 22000, SA8000) application principles and development directions.	2						2	24	Review of scientific and special literature; Auditing practice
4. Interpretation of international standards (ISO 9001 and oth.)	2						2	24	Review of scientific and special literature; Auditing practice
5. The analysis management system of selected organization.							4	4	Review of special literature; Auditing practice
6. Value chain and design of it's processes.				4			4	4	Review of special literature; Auditing practice
7. Optimization and increase of effectiveness of business processes.				4			4	8	Review of special literature; Auditing practice
8. The establishment of business process links and interrelations.				4			4	8	Review of special literature; Auditing practice
9. Identification and implementation of strategic management processes.				4			4	12	Review of special literature; Case study
10. The analysis and improvement of processes of public organizations.				4			4	12	Review of special literature; Case study
11. Comparative analysis of designed and implemented quality management systems.				4			4	12	Review of special literature; Case study
12. The integration of standard requirements into existing and newly designed processes.				4			4	12	Review of special literature; Case study
13. The application of quality and effectiveness	4						4	20	Review of special

improvement methods. 14. Analysis of quality costs. 15. Motivation of stakeholders when implementing quality management systems.									literature
16. The evaluation of system's conformance.	2						2	12	Review of special literature; Discussions on audit findings
<b>Total</b>	<b>12</b>			<b>12</b>			<b>24</b>	<b>112</b>	

Assessment strategy	Share in %	Time of assessment	Assessment criteria
Practical task – Quality management system project	50	After seminars	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	50	At the end of the course	3 open questions and presentation of findings (the value of each question is 10 points; report - 15 points).

Author	Year	Name	No. of periodical issue	Place, publishing house or internet link
<b>Compulsory literature</b>				
D. Serafinas	2011	Kokybės vadybos teorijos praktinis taikymas / Practical application of quality management theory		<a href="http://www.kv.ef.vu.lt/wp-content/uploads/2010/10/MOKOMOJI-KNYGA-Kokybes-vadybos-teorijos-praktinis-taikymas.pdf">http://www.kv.ef.vu.lt/wp-content/uploads/2010/10/MOKOMOJI-KNYGA-Kokybes-vadybos-teorijos-praktinis-taikymas.pdf</a>
J. Ruževičius	2006	Kokybės vadybos metodai ir modeliai / Quality management methods and models		<a href="http://www.kv.ef.vu.lt/wp-content/uploads/2010/10/KNYGA-2-JR.pdf">http://www.kv.ef.vu.lt/wp-content/uploads/2010/10/KNYGA-2-JR.pdf</a>
David Hoyle	2001	ISO 9000 Quality Systems Handbook Completely revised in response to ISO 9000:2000		Butterworth, Heinemann <a href="http://www.pgm-online.com/assets/files/lib/books/holye2.pdf">http://www.pgm-online.com/assets/files/lib/books/holye2.pdf</a>
<b>Supplementary literature</b>				
A. V. Feigenbaum	1991	Total Quality control		Library of Congress Cataloging-in-Publication Data. By McGraw-Hill, United States, 1991.
V. D. Hunt	1996	Process Mapping. How to Reengineer Your Business Processes		McGraw-Hill, USA, 1996.