



COURSE (MODULE) DESCRIPTION

Course title	Code
QUALITY DIAGNOSTICS AND AUDIT	

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

Study cycle	Course type
Second	Compulsory

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

Requirements for student	
Prerequisites: Quality Management / Design of QMS completion, min. 3 ECTS credits	Additional requirements (if any): -

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

Purpose of the subject and competences developed
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Development of special competences:

- Knowledge and skills to recognize the processes that are in organizations; skills to evaluate processes and the organization according to customer / business requirements and international standards and ever changing context;
- Skills to perform quality (ISO 9001); environmental (ISO 14001); social responsibility – SA8000; occupational and health safety – OHSAS 18001 audits.

Learning outcomes	Teaching 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	Self-studies	

preparing for and performing of quality diagnosis and audits.		Answers to open questions in written
Students will be able to perform internal quality audits independently.		

Course themes	Contact / Individual work: time and assignments								Assignments
	Lectures	Tutorials	Seminars	Practical classes	Laboratory work	Practice	Contact hours	Individual work	
1. Quality audit principles and processes.	2						2	8	Scientific literature review
2. International requirements to quality audit..	2						2	2 4	Review of scientific and special literature
3. Interpretation of international standards (ISO 9001 and oth.) during the audit.	2						2	2 4	Review of scientific and special literature; Auditing practice
4. Preparation for quality audits in organizations. Document review.				4			4	4	Review of special literature; Auditing practice
5. Quality audits in organization.				4			4	8	Review of special literature; Auditing practice
6. Assumptions and facts when collecting data during the audits; triangulation method.				4			4	1 2	Review of special literature; Case study
7. The specifics of public sector's quality audit.	4						4	2 0	Review of special literature
8. Reporting and communicating.	2						2	1 2	Review of special literature; Discussions on audit findings
Total	12			12			2 4	112	

Assessment strategy	Share in %	Time of assessment	Assessment criteria
Intermediate test	25	After 3 rd 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 6 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	Published in	Title	Issue No. or Volume	Publishing house or Internet site
Required reading				

Zajarskas, R., Ruževičius, J.	2010	Evaluation of the Effectiveness of the Quality Management System of the Service Enterprise//Ekonomika ir vadyba, t. 15, 2010		http://www.kv.ef.vu.lt/wp-content/uploads/2010/10/STRAIPSNIS-ICEM-2010-Zajar_Ruzevicius_2010.04.24.pdf
Serafinas, D., Alber, S.	2007	Study of QMS Models and Their Development in Lithuanian Universities// Forum Ware International vol. 2, 2007	2	http://www.kv.ef.vu.lt/wp-content/uploads/2010/10/STRAIPSNIS-FWI-Serafinas_Alber_2007Vol_2.pdf
Ruzevicius, J., Adomaitiene, R., Sirvidaite, J.	2004	Motivation and Efficiency of Quality Management Systems Implementation: a Study of Lithuanian Organizations// Total Quality Management, Vol. 15, No. 2, 2004	2	http://www.kv.ef.vu.lt/wp-content/uploads/2010/10/STRAIPSNIS-TQMzurnale_Ruzevicius_Adomaitiene_2004Vol15No2.pdf
ISO	2011	LST EN ISO 19011:2011: Guidelines for Auditing Management Systems		Lithuanian Standardization department, 2011
Supplementary reading				
D. Lascelles, R. Peacock	1996	Self-assessment for business excellence.		McGraw-Hill Book Company, 1996.