

## SUBJECT (MODULE) DESCRIPTION

Subject name	Code
<b>Total quality management</b>	

Staff	Faculty
<b>Co-ordinator:</b> Assoc. prof., dr. R. Adomaitiene <b>Other(s):</b>	Faculty of Economics

Study cycle	Type of study
Second	Elective

Form of implementation	Period of implementation	Language of instruction
Classroom	Spring semester	English

Requirements for student			
Prerequisites: Management		Additional requirements (if any): none	
Number of ECTS credits	Student's workload	Contact hours	Individual work
6	160	24	136

Aims of the course: competency development		
<p>The course aims to disclose the nature of the Total quality management (TQM), the specificity of implementation of its principles and models, and its significance for the competitiveness and effectiveness of the organization.</p> <p><b>Generic competences to be developed</b> Ability to work in a team; ability to regularly learn independently and gain the knowledge; ability to systematize and analyse information.</p> <p><b>Subject-specific competences to be developed</b> Ability to use the mastered theoretical knowledge of quality management for the identification of the organization management problems and the search for their solutions; ability to assess the effectiveness of the organization performance; ability to improve the performance of an organization by means of different concepts and methods of quality management.</p>		
Learning outcomes	Teaching methods	Assessment methods
Mastering of the TQM concepts, models, methods, and theoretical fundamentals of their application	Problem-based teaching, discussion, individual reading of materials, group assignments	Open and close questions in examination test, written assignments, assessment of links between theory and practice in the report of organization performance and its presentation
The ability by working individually and in groups to analyse business situations, to identify quality management problems, and to look for innovative solutions	Individual reading of materials, case study, group assignments	Written assignments, assessment of the report of organization performance and its presentation
The ability to apply the concepts and methods of quality management to the improvement of organization performance	Problem-based teaching, individual reading of materials, case study, group assignments	Open and close questions in examination test, written assignments, assessment of the report of organization performance and its presentation
The ability to assess the effectiveness of the organization performance	Problem-based teaching, individual reading of materials, group assignments	Written assignments, assessment of the report of organization performance and its presentation

Subject themes	Contact / Individual work: time and assignments								Assignments
	Lectures	Tutorials	Seminars	Practical classes	Laboratory work	Practice	Contact hours	Individual work	
1. Quality role managing organizations. Quality management concepts.	1						1	10	Literature analysis, discussion
2. Total quality management evolution. Quality management gurus.	1						1	10	Literature analysis, discussion
3. Business excellence models.	2		4				6	24	Literature analysis, practical assignment, case study, report and presentation of organization performance
4. Customer satisfaction.	2		2				4	24	Literature analysis, discussion, practical assignment
5. Quality leadership.	2		2				4	22	Literature analysis, discussion, practical assignment, case study
6. Quality culture.	1		1				2	11	Literature analysis, discussion, case study
7. Teamwork and training for the achievement of quality.	1		1				2	11	Literature analysis, discussion, case study
8. Continuous quality improvement.	1		1				2	12	Literature analysis, discussion, practical assignment, case study
9. Sustainable development and corporate social responsibility	1		1				2	12	Literature analysis, discussion, case study
<b>Total:</b>	<b>12</b>		<b>12</b>				<b>24</b>	<b>136</b>	

Assessment strategy	Share in %	Time of assessment	Assessment criteria
Report of organization performance	30	During seminars	Depth of analysis, links between theory and practice
Presentation of organization performance	10	During seminars	Suggestiveness and organization of presentation, quality of answers to questions
Examination test	60	During exam session	Multiple choice and open questions. Evaluation depends on the percentage of right answers collected.

Author	Published in	Title	Issue No. or Volume	Publishing house or Internet site
<b>Compulsory literature</b>				
Evans J. R., Dean J. W.	2003	Total Quality: Management, Organization and Strategy		Mason: Thompson
Goetsch D. L., Davis S. B.	2003	Quality management. Introduction to TQM for production, processing and services		Columbus: Prentice Hall
	2007	Managing quality. Edited by Dale B. G., van der Wiele T. and van Iwaarden J.		Malden: Blackwell publishing
Oakland G. F.	2004	Total quality management		Amsterdam: Elsevier Butterworth-Heinemann
Wadsworth M. H.	2002	Modern Methods for Quality control and Improvement.		New York: Wiley
<b>Supplementary literature</b>				
		Baldrige national quality programme		<a href="http://www.nist.gov/baldrige/">www.nist.gov/baldrige/</a>
		European Foundation for Quality Management		<a href="http://www.efqm.org">www.efqm.org</a>
		American customers satisfaction index		<a href="http://www.theacsi.org/">http://www.theacsi.org/</a>
		The Deming Prize		<a href="http://www.juse.or.jp/deming_en/">www.juse.or.jp/deming_en/</a>
		The United Nations Global Compact		<a href="http://www.unglobalcompact.org/">http://www.unglobalcompact.org/</a>