



COURSE UNIT (MODULE) DESCRIPTION

Course unit (module) title	Code
Quality Management	

Academic staff	Core academic unit(s)
Coordinating: Associate professor, dr. Roma Adomaitienė Other(s): junior assist. Veronika Buckė	Faculty of Economics and Business Administration, Management Department

Study cycle	Type of the course unit
First	General university studies

Mode of delivery	Semester or period when it is delivered	Language of instruction
Online, self-study	Autumn, Spring	English

Requisites	
Prerequisites: None	Co-requisites (if relevant): None

Number of ECTS credits allocated	Student's workload (total)	Contact hours	Individual work
5	130	48	82

Purpose of the course unit		
The purpose of the course is to introduce the concept, development, methodology, systems of quality management and to convey the basics of their practical application to improve the performance of organisations and the quality of working life.		
Learning outcomes of the course unit	Teaching and learning methods	Assessment methods
Mastering the main principles and methods of quality management (total quality management) and be able to apply them for the solution of practical tasks.	Lectures (problem teaching), discussion, study of literature, preparation of presentation, group work, case study	Final exam, presentation, assignments
Be able to define standardisation and conformity assessment systems as performance management tools for organisations.	Lectures (problem teaching), discussion, study of literature, case study	Final exam
Be able to implement and analyse quality management systems.	Lectures (problem teaching), discussion, study of literature, preparation of presentation, group work, case study	Final exam, presentation, assignments
Mastering the essence, principles, systems and tools of social responsibility and sustainable development.	Lectures (problem teaching), discussion, study of literature, preparation of presentation, group work, case study	Final exam, presentation, assignments

Be able to define the components, indicators of quality of work life and the peculiarities of their evaluation.	Lectures (problem teaching), discussion, study of literature	Final exam
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Content	Contact hours						Individual work: time and assignments		
	Lectures	Tutorials	Seminars	Workshops	Laboratory work	Internship	Contact hours, total	Individual work	Tasks for individual work
1. Importance of quality in the management of the organization.	2						2	2	Study of literature: I 29-56 p.
2. Concepts of quality management and quality dimensions.	2		2				4	4	Study of literature: I 57-115 p., S 1-4 p.
3. Quality management evolution. Quality gurus and their contribution.	3		2				5	10	Study of literature: H 43-54 p., H 217-221 p., K 15-34 p., I 1-27 p., S 4-19 p.; assignment completion
4. European quality policy, standardization and conformity assessment system.	5		1				6	12	Study of literature: I 117-133 p., "A world built on standards", The "Blue Guide"
5. Quality management system: its purpose, content and audit.	5		3				8	14	Study of literature: H 75-86 p., K 471-486 p., I 171-189 p., I 405-432 p., S 167-198 p.; preparation of presentation
6. Quality control methods.	2		2				4	8	Study of literature: K 271-290 p., I 251-271 p., S 167-186 p.; assignment completion
7. Social responsibility and sustainable development: principles, systems and tools.	4		2				6	8	Study of literature: H 15-20 p., H 175-185 p., K 487-498 p., S 199-243 p., S 261-280 p.; assignment completion, preparation of presentation
8. Total quality management: its essence, principles and tools.	6		3				9	10	Study of literature: H 27-41 p., H 55-74 p., H 87-97 p., H 161-167 p., K 1-14 p., K 39-55 p., K 85-98 p., K 125-141, I 367-

									380 p., preparation of presentation
9. Quality of working life: components, indicators and evaluation.	3						3	2	Study of literature (scientific articles will be uploaded in the VU virtual learning environment)
10. Preparation for the exam. Feedback after the exam.		1					1	12	Repetition of the course material
Total	32	1	15				48	82	

Assessment strategy	Weight, %	Deadline	Assessment criteria
Final exam	40	During exam session	The exam consists of closed questions of different complexity, the answers to which according to the complexity are estimated at 0,1 to 0,5 points. The exam is scored up to 4 points – the sum of the answers to each question
Assignments	30	Until the last lecture of the subject	During the semester students individually complete three assignments. Each assignment is evaluated by 1 point. The assignments are detailed during the first lecture. The main criteria of these assignments are: depth, originality and feasibility of analysis, links between quality management theory and practice, quality of paper formation.
Presentation	30	During seminars	During the semester students working in groups prepare and make presentations on practical issues of quality management application. Presentation is evaluated by 3 points. The main criteria of presentation are: structure and suggestibility of presentation, links between quality management theory and practice, quality of answers to questions.

The final grade is created by summing the evaluations (scores) of the final exam, assignments and presentation:

95-100% – excellent, 10 points

85-94% – very good, 9

75-84% – good, 8

65-74% – on average, 7

55-64% – satisfactory, 6

50-54% – weakly, 5

Less than 50% – unsatisfactory, minimum requirements not met, 4, 3, 2, 1.

Author (-s)	Publishing year	Title	Issue of a periodical or volume of a publication	Publishing house or web link
Required reading				
Danish Standards Foundation	2015	A World Built on Standards – A Textbook for Higher Education.		(eBook, https://www.ds.dk/media/px5jhney/a-world-built-on-standards.pdf). 114 p.
Helmold, M. (abbreviation in the table above: H)	2023	Virtual and Innovative Quality Management Across the Value Chain Industry Insights: Case Studies and Best Practices		Springer, Cham. (eBook, https://doi.org/10.1007/978-3-031-30089-9). 221 p.

Ibidapo, T. A. (abbreviation in the table above: I)	2022	From Industry 4.0 to Quality 4.0: An Innovative TQM Guide for Sustainable Digital Age Businesses		Springer Cham. (eBook, https://doi.org/10.1007/978-3-031-04192-1). 658 p.
Kiran, D.R. (abbreviation in the table above: K)	2017	Total Quality Management: Key Concepts and Case Studies		Elsevier Inc. Butterworth- Heinemann. (eBook, https://doi.org/10.1016/C2016-0-00426-6). 545 p.
Sartor, M., Orzes, G. (abbreviation in the table above: S)	2019	Quality Management: Tools, Methods and Standards		Emerald Publishing Limited. (eBook, https://doi.org/10.1108/9781787698017). 293 p.
Recommended reading				
	2015	Quality management systems – Requirements (ISO 9001: 2015)		Brussels: European Committee for Standardization
		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
		The EU Eco- Management and Audit Scheme (EMAS)		http://ec.europa.eu/environment/emas/
		The United Nations Global Compact		www.unglobalcompact.org/
	2017	Video of Gregory H. Watson training organised by the Lithuanian Association for Quality Management and Innovation		Managing for Quality in the 21st Century https://www.youtube.com/watch?v=fd-dEkThEDk ; The Role of Breakthrough and Standards in Managing for Quality Seminar Part 1: https://www.youtube.com/watch?v=dn08Sjm2dNI&t=1s The Role of Breakthrough and Standards in Managing for Quality Seminar. Part 2 https://www.youtube.com/watch?v=sOZEGWXM_Q