



COURSE UNIT (MODULE) DESCRIPTION

Course unit (module) title	Code
Quality Management	

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

Study cycle	Type of the course unit
First	Individualised studies, Optional

Mode of delivery	Semester or period when it is delivered	Language of instruction
Auditorium, 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
Learn and apply in practice the criteria for assessing the quality of goods and services.	Lectures (problem teaching), discussions, searching for information, solving tasks, study of literature	Exam
Will be able to apply the basic principles and methods of quality management (total quality management) in solving practical situations.	Lectures (problem teaching), discussions, searching for information, solving tasks, study of literature	Exam, presentation, assignments
Will be able to define the fundamental differences between the stages of the evolution of quality management and the contribution of quality gurus to the evolution of quality.	Lectures (problem teaching), discussions, searching for information, solving tasks, study of literature	Exam
Will be able to define standardisation and conformity assessment systems as performance management tools for organisations.	Lectures (problem teaching), discussions, searching for information, solving tasks, study of literature	Exam
Will be able to carry out an audit and prepare an audit report.	Lectures (problem teaching), discussions, searching for information, solving tasks, study of literature, group work	Exam
Will be able to implement and analyse quality management systems.	Lectures (problem teaching), discussions, searching for information, solving tasks, study of literature, group work	Exam, presentation,

Will be able to apply the FMEA method for risk management.	Lectures (problem teaching), discussions, searching for information, solving tasks, study of literature, group work	Exam
Will learn the essence, principles, frameworks and tools of social responsibility and sustainable development.	Lectures (problem teaching), discussions, searching for information, solving tasks, study of literature, group work	Exam, assignments
Will be able to define the components of quality of work life, the indicators and the specificities of their assessment.	Lectures (problem teaching), discussions, searching for information, solving the test, solving tasks, study of literature, group work, brainstorming	Exam

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	Studying literature: I (pp. 29-56)
2. Concepts of quality management and quality dimensions.	2		2				4	4	Studying literature: I (pp. 57-115), S (pp. 1-4)
3. Quality management evolution. Quality gurus and their contribution.	3		2				5	10	Studying literature: H (pp. 43-54), H (pp. 217-221), K (pp. 15-34), I (pp. 1-27), S (pp. 4-19); practical assignment
4. European quality policy, standardization and conformity assessment system.	5		1				6	12	Studying literature: I (pp. 117-133), "A world built on standards"
5. Quality management system: its purpose, content. Total quality management.	4		4				8	10	Studying literature: H (pp. 75-81), K (pp. 471-486), I (pp. 171-179), S (pp. 167-198); H (pp. 27-41), H (pp. 55-74), H (pp. 87-97), H (pp. 161-167), K (pp. 1-14), K (pp. 39-55), K (pp. 85-98), K (pp. 125-141), I (pp. 367-380); preparing a presentation
6. Audit.	2		2				4	4	Studying literature: H (pp. 82-85), I (pp. 405-432)
7. Quality control methods.	2		2				4	8	Studying literature: K (pp. 271-290), I (pp. 251-271), S (pp. 167-186); practical assignment
8. Risk management.	3		2				5	6	Studying literature: I (pp. 180-188), K (pp. 373-388)

9. Social responsibility and sustainable development: principles, systems and tools.	4		2			6	8	Studying literature: H (pp. 15-20), H (pp. 175-185), K (pp. 487-498), S (pp. 199-243), S (pp. 261-280); practical assignment, preparing a presentation
10. Quality of work life: components, indicators and evaluation.	2		1			3	2	Reading scientific literature (scientific articles)
11. Preparing for the exam.		1				1	12	Repetition of the course material
Total	29	1	18			48	82	

Assessment strategy	Weight %	Deadline	Assessment criteria
Final exam	40 %	During the exam session	The final exam will assess theoretical knowledge in all 10 topics. The final exam consists of closed questions. 20 questions in total. Each question is worth 0,2 points. The final exam is compulsory even if the student has already obtained 5 points. The exam is passed when at least 5 questions are answered correctly.
Practical assignments	30 %	Until the last lecture	During the semester, students individually carry out 3 practical assignments, each of which is assessed up to 1 point. The assignments for the practical work are detailed during the first lecture. The assessment of the practical work is based on the content of the work, its originality and the argumentation of the statements.
Presentation	30 %	During the seminars	During the semester, students work in groups to prepare a presentation on the application of quality management principles and/or methods and/or the implementation of sustainability in any selected business or public sector organisation. The presentation will be assessed up to a maximum of 3 points. The main criteria for the presentation are: interest and originality of the presentation material, integration of quality management theory and practice with examples from real world organisations.

The final mark is the sum of the points of the exam, practical assignments and presentation:

95-100% - excellent, 10

85-94% - very good, 9

75-84% - good, 8

65-74% - average, 7

55-64% - satisfactory, 6

50-54% - weak, 5

Less than 50% - unsatisfactory, minimum requirements not met: 4, 3, 2, 1. If the total score is less than 5, the points are not rounded up.

Note: This course subject cannot be retaken externally.

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 pages)
Helmold, M. (abbreviation in the table above: H)	2023	Virtual and Innovative Quality Management Across		Springer, Cham. (eBook, https://doi.org/10.100)

		the Value Chain Industry Insights: Case Studies and Best Practices		7/978-3-031-30089-9 . (221 pages)
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 pages)
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 pages)
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 pages)
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/