

QUALITY MANAGEMENT

Study subject code: 024365

- 1. Abstract:** The aim of the study subject is to develop students' abilities to understand the quality management principles and methods. After the completion of the subject, students will perceive acquired knowledge in quality management in a changing business environment. Students will understand the principles of quality management system functioning and will be able to select the appropriate quality management methods.

2. Volume in credits and hours:

Volume in credits	Lectures	Practical work, (classes, seminars) hours	Tutorials, hours	Self-study, hours	Total hours	Assessment
3	8	16	4	52	80	Written quiz

3. Study subject topics:

No	Course content: the topics	Contact work hours			Self-study	Total hours of academic load
		Lectures	Practical work (classes and seminars)	Tutorials		
1.	Quality management concepts and principles. Process approach.	2	4	1	10	17
	The importance of quality management to improve the efficiency of company's activities. Evolution of quality management.	1	2	1	5	9
2.	Total quality management. Quality management methods. Quality management standards.	3	6	2	25	36
3.	Fundamentals of Lean management (philosophy, principles and methodology).	1	3		10	14
4.	Quality culture.	1	1		2	4
	Written quiz			4		
	Total:	8	16	4	52	80

4. Topics of practical-laboratory work:

1. Quality policy and Setting Objectives of Quality Aims
2. Implementation of Constant Improvement Methods in a Business Enterprise
3. Implementation of Process Approach in a Business Enterprise
4. Application of Quality Management Methods

- 5. Self-study assignment:** The analysis of a selected business enterprise and solving the identified problem applying Process Flow Chart method.

Educational Institution: **KAUNO KOLEGIJA, University of Applied Sciences**
Study programme: **International Business, Logistics**

6. Assessment system of the learning achievements – summative assessment:

Assessment criteria			
Mid-semester tests		Written quiz	
%	Grade/points	%	Grade/points
50	5.0	50	5.0
Total: 100% = 10 points (final grade)			

7. Language of instruction: English

Lecturer coordinating the subject

Inga Stravinskiene