

*STUDY SUBJECT DESCRIPTION*  
*QUALITY ASSURANCE*

Title of Study Programme and Code	Type (compulsory/optional)	Cycle	Year of study when the component is delivered (if applicable)
<b>BUSINESS MANAGEMENT AND INNOVATIONS</b>	Compulsory	1 <sup>st</sup>	3 <sup>rd</sup> year
Semester/trimester when the component is delivered	Number of ECTS credits allocated	Language of instruction	Mode of delivery (face-to-face/e-learning/...)
6 <sup>th</sup>	4 ECTS	Lithuanian, English	face-to-face, e-learning
Learning outcomes		Study methods	Assessment methods
<p>After completion of the study subject, a student should be able:</p> <p><b>LO 1</b> To understands the importance of quality assurance in the business environment.</p> <p><b>LO 2</b> To know the relationship between global quality management and organization management, its contribution to organization theory and the main directions of criticism.</p> <p><b>LO 3</b> To organize transport and logistics activities in a quality manner, determining the need for the necessary resources.</p> <p><b>LO 4</b> To understand the importance of modern technologies and innovations in raising the quality of the company's activities.</p> <p><b>LO 5</b> To perform qualitative and quantitative quality research in the organization.</p> <p><b>LO 6</b> To analyze quality data, implementing quality improvement systems in the company.</p> <p><b>LO 7</b> To qualitatively organize various activities, improving the quality of products, services or work.</p> <p><b>LO 8</b> To control and improve the quality of products, services and work.</p> <p><b>LO 9</b> To make quality improvement decisions.</p> <p><b>LO 10</b> To implement quality improvement systems in the company's activities.</p> <p><b>LO 11</b> To assess quality and choose a quality improvement strategy in the company's activities.</p>		<p>Interactive lecture, practical work, analysis of problem situations, independent study of literature.</p> <p>Innovative active learning/studying methods.</p> <p>Discussion, group work, seminar, consultation.</p> <p>Case study.</p> <p>Experiential study methods.</p>	<p>Test, project work, presentation.</p>
Prerequisites (these courses must have successfully completed before she/he can take this course)			
Management Fundamentals, Management of Human Resources			
Course content			
<p>1. Total Quality Management (TQM). The essence of VKV. Modern quality requirements and defining production and service quality standards in transport and logistics companies.</p> <p>2. Principles of VKV. 14 Principles of Deming Quality Improvement. Criteria for assessing the quality of services and products of a transport and logistics company and the methods defining them.</p>			

3. Methods for quality improvement. Interfaces of quality management with international standards ISO 9000, ISO 9001, ISO 14001, ISO 22000, SA 8000 and 18001.
4. Quality improvement measures. Functional models of enterprise quality management system and their optimization in transport and logistics enterprises
5. Quality costs. Quality management methods, their most important features, their advantages, disadvantages and examples of application in transport and logistics companies.
6. Service quality assurance model SERVQUAL. Five dimensions of evaluation and their application in the evaluation of transport and logistics services.
7. Models of organizational excellence. Ensuring quality management in a transport or logistics company. The European Foundation for Quality Management (EFF) model of excellence. Lithuanian National Quality Prize.

**Recommended or required reading and other learning resources/tools**

1. Kokybės vadyba. Žmonių įtraukimo gairės. Lietuvos standartizacijos departamentas, 2020.
2. Serafinas, D. Kokybės vadybos teorijos praktinis taikymas. VU, 2011.
3. Yiannis Nikolaidis. Quality Management in Reverse Logistics: A Broad Look on Quality. ISBN-10:9781447145363. Springer, 2013.
4. Mahanti, R. Data Quality: Dimensions, Measurement, Management, and Governance. ASQ Quality Press, 2019.