



# LITHUANIA BUSINESS COLLEGE

DESCRIPTION OF STUDY MODULE (FOR ERASMUS+ STUDENTS)

## TOTAL QUALITY MANAGEMENT

<b>Volume of subject</b>	<b>6.0 ECTS</b>
<b>Lecturer in charge</b>	Lect. Jonas Jurjonas
<b>Annotation</b>	<p>The intention of this module is to convey the importance of Quality as a strategy for continuous improvement in business performance. Accordingly the module evolves through strategies for competitive quality, quality in design and manufacture and the customer supply chain to the concept of Total Quality Management.</p> <p>After the course students:</p> <ul style="list-style-type: none"> <li>✓ Apply the philosophies, tools, techniques and systems associated with Total Quality Management,</li> <li>✓ Differentiate between Inspection, Quality Control, Quality Assurance and Total Quality Management programmes and critically review where and when these techniques are applicable.</li> <li>✓ Interpret customer focus and market forces as the basis for all business 'activities.'</li> <li>✓ Assess the maturity of an organization's quality programme including cultural and leadership aspects.</li> <li>✓ Plan and implement activities which will improve a quality programme within an organisation and move the organisation towards Total Quality Management</li> <li>✓ Underpin work with reference to supporting literature and case studies.</li> <li>✓ Understand how to initiate continuous improvement processes based on LEAN culture.</li> </ul>
<b>Topics</b>	<ul style="list-style-type: none"> <li>• The philosophies and principles of TQM, incorporating customer focus</li> <li>• The tools, techniques, systems, and management and leadership styles applicable to a TQM environment.</li> <li>• To review and critically appraise quality, inspection, quality control, quality assurance, and total quality management.</li> <li>• Cultural and leadership aspects and the influence of the Quality Gurus and their contribution to quality.</li> <li>• To review and understand the concept of variation and its analysis as an aid to continuous improvement, SPC, and process capability.</li> <li>• Understanding and implementation of Six Sigma and LEAN</li> </ul>

	<p>programs.</p> <ul style="list-style-type: none"> <li>• ISO 9000, ISO 14000 and related management systems.</li> <li>• Quality costing as an aid to managing quality and motivating continuous improvement.</li> <li>• Benchmarking and EFQM as aids to developing both strategic and tactical competitive advantage in organization.</li> <li>• Designing quality into products and processes including quality engineering (Taguchi methods of process and product optimization).</li> </ul>
<p><b>Procedure for assessment of knowledge and competences</b></p>	<ul style="list-style-type: none"> <li>✓ 20 percent – individual work and presentation;</li> <li>✓ 10 percent – midterm test Nr. I;</li> <li>✓ 10 percent – midterm test Nr. II;</li> <li>✓ 60 percent – final exam.</li> </ul>