



QUALITY MANAGEMENT

Credit points:	3 CP
Study course annotation	The course provides knowledge about the essence of quality management and quality system design, implementation, development and management, conformity assessment and quality assurance, how to build, implement and maintain organizations appropriate quality management.
Aim of the study course	To provide students with general knowledge, to develop skills and competence in quality management policy development, theoretical basics in quality assurance and product quality management, to define company goals and objectives, to analyze company baseline, identify, describe, implement and improve management process interactions, organize management reports.
Tasks of the study course	<ul style="list-style-type: none"> To promote understanding of the essence of quality management, to introduce the basics of quality management theory, as well as to develop independent thinking; To acquaint with current practice in relations of suppliers and customers in the field of quality, as well as normative documents in legal issues in the field of quality. To teach how to organize the production quality assurance by developing and implementing the quality system according to the recommendations of the international standards ISO 9000. To give practical recommendations to ensure efficient functioning and improvement of quality systems. To stimulate students' interest in further professional development in the field of quality management, improvement of professional knowledge, studies at master's level, development of research work skills and promotion of their use.
Study results	Knowledge
	<ul style="list-style-type: none"> As a result of the course acquisition, the theoretical issues of quality management and the methodology of quality management were studied, knowledge about the current trends of the development of quality management theory was acquired. Having successfully completed this course, students: will understand the theoretical principles of quality management; will demonstrate understanding of key concepts and regularities in the organization of production and quality management within the company; <p>will know quality management mechanisms, functions and tools.</p>
	Abilities
	<ul style="list-style-type: none"> Students understand the key performance indicators of an organization, principles of the development of operational budgeting, and are able to plan resources required to assure and improve systems, processes, and products; understand regulatory requirements for systems, processes, and products, and are able to identify systems; manage team work and reach agreement within the company; are able to make thought-through and objective decisions; are able to apply the acquired theoretical and practical knowledge, ensuring their competitiveness in the labor market; <p>are able to apply the knowledge gained in the program in different life and business situations, working in a team or individually.</p>
	Competences
	<ul style="list-style-type: none"> Students are able to identify factors and risks affecting the quality of the organisation's systems, processes and products, to identify preventive measures appropriate to the quality risks; are able to identify, evaluate, manage and improve organizational processes and their interactions, define organizational goals and define the process, product, system quality improvement measures to be implemented;



	<ul style="list-style-type: none"> • are able to identify the necessary competencies, system of duties and responsibilities of employees to ensure and improve the quality of processes and products; • are familiar with and is capable of performing conformity assessment activities and applying quality management tools; • are able to create, implement and improve the quality management system of the organization, know the basic principles of developing an integrated quality management system; • are able to manage the work of the quality management unit, to encourage processes of organizational change, as well as to monitor the quality of processes, to carry out quality measurements, assessment, identification and evaluation of quality risks; <p>are able to carry out the research according to the level of bachelor's studies with scientific value in quality management and / or conformity assessment and to interpret and analyze their results. spēj veikt pētījumus atbilstoši bakalaura studiju līmenim ar zinātnisku vērtību kvalitātes vadības un/vai atbilstības novērtēšanas jomās un interpretēt un analizēt to rezultātus.</p>
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Study course plan:

No.	Topics
1.	Introduction. Evolution and development of quality management. Importance of quality improvement in market economy
2.	Quality terminology. Quality as an economic category and management object
3.	Methodological basics of quality management.
4.	Functions and principles of quality management
5.	Quality management systems. Quality system development
6.	Quality management models
7.	Standardization in quality management
8.	Certification as an element of quality management

Form of final examination:

exam

Description of the study course acquisition results and assessment criteria:

The completion of the study course is assessed on a 10-grade scale in accordance with the Regulations of the Cabinet of Ministers No. 141, No. 512, No. 240 and the "Regulations on Study Course Exams and Tests at the Baltic International Academy" approved by the BIA Senate. Decision No. 211 based on the following criteria: the volume and quality of knowledge acquired; skills acquired; acquired competence according to the planned learning outcomes (www.BIA.edu.lv)

Mandatory literature of the study course:

1. Driņķe Zane. Kvalitātes vadības sistēmas Latvijas mazo un vidējo uzņēmumu konkurētspējas paaugstināšanai. Monografija. – Rīga : Turība, 2019. – 272 lpp.
2. Pildavs, Jānis. Kvalitātes vadīšanas teorijas pamati / Jānis Pildavs. - Rīga: Kamene, 2004. - 56 lpp.
3. Vasiļevska D. Kvalitātes nodrošināšanas vadība., Rīga: Juridiskā koledža, 2017. -234 lpp.

Study course supplementary literature:

1. Kvalitātes vadības sistēma / red. Ligita Liepa ; māksl. Viesturs Ozoliņš ; ZBC (Zygon Baltic Consulting), Latvija. - Rīga : Biznesa partneri, 2004.d. KVS iekšējais audits. - 78 lpp.
2. Benders J. Vides un kvalitātes vadības sistēmas. Lekciju materiāli - LU Vides zinātnes un pārvaldības institūts. 2006.
3. Kantāne, Talga. Sociālo institūciju kvalitātes novērtēšanas sistēmas konstruēšana: mācību līdzeklis / Talga Kantāne. - Rīga: Attīstība, 2000. - 143 lpp.
4. Krūminš, Juris. Statistisko metožu lietošana kvalitātes vadīšanā un nodrošināšana / Juris Krūminš, Inta Krūmina. - Rīga : Latvijas Universitāte, 2001 - 42 lpp.
5. Foster, S.T. Managing Quality. An Integrative Approach / S. Thomas Foster. – 2nd ed. - Prentice Hall, 2004. – 518 p. + CD.
6. Goetsch, D.L. Quality Management / David L. Goetsch, Stanley B. Davis – 4th ed. – Prentice Hall, 2003. – 858 p.
7. Omachonu V.K., Ross J.E.. Principles of total quality - CRC Press. 2004.



8. Эванс, Джеймс Р. Управление качеством: учебное пособие / Джеймс Р. Эванс; под ред. Э.М. Короткова. - Москва: ЮНИТИ, 2007. - 671 с.

Periodicals and other sources of information:

1. Žurnāls „Kvalitāte”, 1999.-2008.
2. žurnāls „Kapitāls”, 2008.
3. Management Today
4. International Journal of Economics of Business
5. <http://www.Ika.lv>
6. www.likumi.lv

During the study process changes and additions to the program and the list of references are possible