

QUALITY MANAGEMENT

Credit points	4 CP		
Duration of the course	6th semester		
Study course annotation	The study course provides knowledge about standardization and quality, about the essence of quality management, about the approach to the creation of quality management systems (QMS), implementation, management and improvement of QMS. About quality and excellence standards and models, process approach in quality assurance, and certification or conformity assessment process.		
Aim of the study course	To provide students with comprehensive theoretical knowledge for ensuring quality foundations in the field of service and production quality management. Build awareness and develop skills in the development of the quality management policy, in determining the company's goals according to its overarching goal or strategy, analyzing the company's good practices, identifying core activities, management and support processes. Learn methods of process description. To provide a broader perspective on the development of quality management in the direction of Excellence.		
Study course results	Knowledge	Skills	Competences
	<ul style="list-style-type: none"> • as a result of studying the course, the theoretical issues of quality management and the methodology of quality management were learned, knowledge was obtained about the current trends in the development of the theory of quality management. By successfully completing this study course, students • understands the theoretical guidelines of quality management, • shows the most important concepts and regularities in production/service business 	<ul style="list-style-type: none"> • understands the basic indicators of the economic activity of the organization, the principles of operational activity budgeting and is able to plan the necessary resources for ensuring and improving the quality of processes and products; • understands the requirements of standards and regulatory laws regarding quality; • knows the basic principles of quality management; • understands the process approach to ensuring quality management; • Able to determine process measurements and goals; • able to make thoughtful, fact-based decisions; • able to apply acquired theoretical and practical knowledge, ensuring 	<ul style="list-style-type: none"> • Able to understand the role of quality management in the company and assess the need for QMS development and implementation; • knows the principles of quality management, which are the basis of ISO 9000 standards; • able to evaluate existing company practices, identify the organization's operational processes and their measurements; • able to analyze the interaction of processes; • able to plan the organization's QMS development and implementation activities and identify interested parties; • understands the need for compliance assessment and the characteristics of its performance; • able to determine and provide necessary quality measurements;



	<p>organization and management in the company,</p> <ul style="list-style-type: none"> • knows quality management mechanisms, functions and tools. 	<p>their competitiveness in the labor market;</p> <ul style="list-style-type: none"> • can apply the knowledge gained in the program in various life and business situations. 	<ul style="list-style-type: none"> • able to carry out studies according to the bachelor's level with scientific value in the fields of quality management and/or conformity assessment and to interpret and analyze their results.
Study course content	Topics		
	1	Introduction. Evolution and development of quality management. The importance of quality improvement in the market economy	
	2	Terminology in the field of quality, connection with customer satisfaction. Standards and models in the field of quality management	
	3	Quality management systems Product and service quality- commonalities and differences. Process approach in quality assurance	
	4	Basics of defining processes and creating process descriptions. Practical work individually and in groups (2-3 people). Results presentations and discussion.	
	5	Process measurements. Improving the quality management system. Edward Deming Circle. Problems and corrective actions. Certification as an element of quality management	
	6	Implementation of the quality management system in the company. Stages and influencing factors and risks. Benefits and advantages. Setting and achieving goals	
Form of assessment:	Exam		
Obligatory literature:			
<ol style="list-style-type: none"> 1. Foster, ST Managing Quality. An Integrative Approach / S. Thomas Foster. – 2nd ed. - Prentice Hall, 2004. - 518 p. + CD 2. Quality Management / David L. Goetsch, Stanley B. Davis – 4th ed. – Prentice Hall, 2003. – 858 p. 			
Additional reading:			
<ol style="list-style-type: none"> 1. Goetsch, DL Quality Management / David L. Goetsch, Stanley B. Davis – 4th ed. – Prentice Hall, 2003. – 858 p 2. Omachonu VK, Ross JE. Principles of total quality - CRC Press. 2004 			
Other sources of information:			
<ol style="list-style-type: none"> 1. "Quality" magazine, 1999-2008. 2. "Capital" magazine, 2008. 3. International Journal of Economics of Business 4. http://www.Ika.lv 5. www.likumi.lv 			
Changes and additions to the program and literature list are possible during the study process			