

GENERAL QUALITY MANAGEMENT

Credit points	5 CP		
Study course annotation	The course provides knowledge on the nature of quality management, the design and development of quality management systems (QMS), their implementation, management and improvement. Quality and excellence standards and models, process approach to quality assurance, conformity assessment. Practical knowledge of how to design, implement and maintain a quality management system that meets the needs of the organisation.		
The aim of the course	To provide students with a comprehensive theoretical knowledge of the quality foundations in service and product quality management. To build skills and develop competence in developing a quality management policy, defining the objectives of an enterprise according to its overarching goal or strategy, analysing the existing good practices of an enterprise, identifying the core business, management and support processes. To learn how to describe processes and identify their interactions, how to implement and improve QMS processes. To provide a broader perspective on the evolution of quality management towards Excellence.		
Description of the results of the study course and assessment criteria:	Knowledge	Skills (knowledge, communication, general skills)	Competence (analysis, generalization and evaluation)
	<ul style="list-style-type: none"> - The course provided an introduction to the theoretical issues and methodology of quality management, as well as knowledge of current trends in quality management theory. By successfully completing this course of study, students will - Understand the theoretical framework of quality management, - Demonstrate an understanding of the key concepts and patterns in the organisation and management of a manufacturing/service business, - have an understanding of the mechanisms, functions and tools of quality management. 	<ul style="list-style-type: none"> - understands the basic indicators of the organisation's economic activity, the principles of operational budgeting and is able to plan the necessary resources to ensure and improve the quality of processes and products; - understand the requirements of regulatory enactments in relation to quality, and be able to identify quality management processes in the enterprise; - through working in project groups, acquire the ability to manage and reach agreement in groups; - be able to make sound, objective decisions; - be able to apply the theoretical and practical knowledge 	<ul style="list-style-type: none"> - understands the basic indicators of the organisation's economic activity, the principles of operational budgeting and is able to plan the necessary resources to ensure and improve the quality of processes and products; - understand the requirements of regulatory enactments in relation to quality, and be able to identify quality management processes in the enterprise; - through working in project groups, acquire the ability to manage and reach agreement in groups; - be able to make sound, objective decisions; - be able to apply the theoretical and practical knowledge acquired to ensure their competitiveness in the labour market; - be able to apply the knowledge acquired in the programme in a variety of life and business situations, working in a team or individually. <p>Competences</p> <ul style="list-style-type: none"> - be able to assess current business practices, identify, describe, manage and improve organisational



		<p>acquired to ensure their competitiveness in the labour market;</p> <ul style="list-style-type: none"> - be able to apply the knowledge acquired in the programme in a variety of life and business situations, working in a team or individually. 	<p>processes and their interactions,</p> <ul style="list-style-type: none"> - define organisational objectives and identify quality improvement measures for processes, products and services; - identify factors and risks affecting the organisation's quality management system, and identify preventive measures appropriate to quality risks; - be able to determine the competences, responsibilities and authority of the staff required to ensure and improve the quality of processes and products; - be familiar with and be able to carry out conformity assessment activities and apply quality management tools; - be able to design, implement and improve an organisation's quality management system, and be familiar with the basic principles of an integrated quality management system; - be able to manage the work of a quality management unit, to initiate organisational change processes, to monitor the quality of processes, to carry out quality measurement, assessment, identification and evaluation of quality-related risks; - be able to carry out research at Master's level with scientific value in the fields of quality management and/or conformity assessment and to interpret and analyse the results.
<p>Content of the course</p>	<p>Topics</p>		
	1	<p>Introduction. Evolution and development of quality management. Standards and models for quality management. The role of quality improvement in a market economy</p>	
	2	<p>Quality terminology. Product and service quality - commonalities and differences, links to customer satisfaction</p>	
	3	<p>Quality management systems. Process approach to quality assurance. Basics of process definition and process description. Project work in groups</p>	
	4	<p>Presentation and discussion of group results. Improvement of the quality management system. Edward Deming Circle. Certification as an element of quality management.</p>	
	5	<p>Quality policy and quality objectives. Factors and risks affecting the quality management system. Identification and implementation of preventive actions. Achievement of objectives.</p>	



Form of assessment:	Exam
Required reading:	
<ol style="list-style-type: none">1. Pildavs, Jānis. Kvalitātes vadīšanas teorijas pamati / Jānis Pildavs. - Rīga: Kamene, 2004. - 56 lpp.2. Vasiļevska D. Kvalitātes nodrošināšanas vadība., Rīga: Juridiskā koledža, 2017. -234 lpp.3. Kvalitātes vadības sistēma / red. Ligita Liepa ; māksl. Viesturs Ozoliņš ; ZBC (Zygon Baltic Consulting), Latvija. - Rīga : Biznesa partneri, 2004.d. KVS iekšējais audits. - 78 lpp.	
Recommended reading:	
<ol style="list-style-type: none">1. Benders J. Vides un kvalitātes vadības sistēmas. Lekciju materiāli - LU Vides zinātnes un pārvaldības institūts. 2006.2. Foster, S.T. Managing Quality. An Integrative Approach / S. Thomas Foster. – 2nd ed. - Prentice Hall, 2004. – 518 p. + CD.3. Goetsch, D.L. Quality Management / David L. Goetsch, Stanley B. Davis – 4th ed. – Prentice Hall, 2003. – 858 p.4. Omachonu V.K., Ross J.E.. Principles of total quality - CRC Press. 2004.	
Other information sources:	
<ol style="list-style-type: none">1. Žurnāls „Kvalitāte”, 1999.-2008.2. žurnāls „Kapitāls”, 2008.3. Management Today4. International Journal of Economics of Business5. http://www.ika.lv6. www.likumi.lv	
During the study process changes and additions to the program and the list of references are possible	