



## TOTAL QUALITY MANAGEMENT

<b>Course code</b>	<i>MNG164</i>
<b>Course title</b>	<i>Total Quality Management</i>
<b>Type of course</b>	<i>Compulsory</i>
<b>Stage of study</b>	<i>Undergraduate</i>
<b>Year of study</b>	<i>Third</i>
<b>Semester</b>	<i>Spring</i>
<b>ECTS</b>	<i>6; 24 hrs. of lectures, 24 hrs. of workshops; 114 hrs. of individual study</i>
<b>Lecturer</b>	<i>Jurgita Staniulyte</i>
<b>Study form</b>	<i>Full-time</i>
<b>Course prerequisites</b>	-
<b>Language of instruction</b>	<i>English</i>

### Course description

Total quality management (TQM) is an introductory course for understanding quality management and its role in today's management theory and practices. The course will cover quality management theories, concepts, techniques, methods, tools and their practical applications.

### Course objectives

After completing the course, students should be able to explain the concepts of TQM, diagnose problems in quality improvement process, identify ethical and unethical behaviors in quality management, apply various quality improvement techniques, explain total quality implementation phases and list the steps that are associated with each phase, propose how business leaders might plan and execute quality management strategies to gain and sustain a competitive advantage in today's global business arena and communicate why TQM is fundamental for all organizations.

<b>Course learning outcomes (CLO)</b>	<b>Learning methods</b>	<b>Assessment methods</b>
CLO1. Ability to explain the main concepts, methodologies and tools of total quality management.	Lectures, tutorials, discussions of case studies, individual assignments and group project.	Weekly quizzes, individual assignments, group project and exams.
CLO2. Ability to apply the methodologies and tools of total quality management.	Lectures, tutorials, discussions of case studies, individual assignments and group project.	Weekly quizzes, individual assignments, group project and exams.
CLO3. Ability to analyse and evaluate methodologies and tools of total quality management.	Lectures, tutorials, discussions of case studies, individual assignments and group project.	Weekly quizzes, individual assignments, group project and exams.

### Quality management

Diverse teaching methods such as lectures, discussions of case studies, individual and group projects will be used during the course. Students are encouraged to ask questions and participate in discussions.

### Cheating prevention

The ISM regulations on academic ethics, including cheating (see: ISM regulations) are fully applied in the course during the entire module. A combination of evaluation methods, including student self-evaluation (of teamwork on the project), will be employed to minimize the opportunity for cheating and free-riding.



### Course schedule

Week No.	Topics	Lecture hours	Workshop hours	Readings
1.	Key elements of quality and organizational excellence. Quality and global competitiveness, history of lean and kaizen approach.	2	2	Chapter 1 and 2
2.	Strategic management, creative thinking, planning and execution for competitive advantage.	2	2	Chapter 3
3.	Ethics, corporate social responsibility, establishing and maintaining internal quality culture.	2	2	Chapter 4 and 6
4.	Customer-focused quality, customer satisfaction, retention and loyalty.	2	2	Chapter 7
5.	Employee empowerment in quality management processes.	2	2	Chapter 8
6.	Leadership, change and effective communication in total quality.	2	2	Chapter 9
7.	Overview of total quality tools.	2	2	Chapter 15
8.	Problem solving and decision making in quality management.	2	2	Chapter 16
9.	Quality function deployment, benefits of customer feedback and input.	2	2	Chapter 17
10.	Fundamentals of continuous improvement, just in time manufacturing.	2	2	Chapter 19 and 21
11.	Implementing total quality management. Presentations of group projects.	2	2	Chapter 22
12.	Presentations of group projects.	2	2	
	Total	24	24	

### Self-study and assessment

Assignment	Number of self-study hours	Percentage of the total grade
1. 10 quizzes	20	20%
2. Individual assignment	14	15%
3. Group presentation	20	15%
4. Midterm	30	20%
5. Final exam	30	30%
<b>Total:</b>	<b>114</b>	<b>100%</b>

### Course assignments

- Weekly quizzes (week 2-11) will account for 20 % of the total grade and will be from the topic of the week, therefore, **students need to read the relevant chapter before coming to the lecture.**
- Individual assignment will account for 15 % of the total grade. It will consist of 3 assignments due in week 4, 8, 12.
- Group presentation will account for 15 % of the total grade.
- Midterm will account for 20 % of the total grade and will cover topics of week 1-6.
- Final exam will account for 30% of the total grade and will cover all topics of the course.

### Textbook

Quality Management for Organizational Excellence: Introduction to Total Quality, 7th Edition (2013) by David L. Goetsch and Stanley Davis. Pearson ISBN-10: 1292022337, ISBN-13: 9781292022338.