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Study programme "Total Quality Management"

Main attributes

Title	Total Quality Management
Identification code	ICK0
Education classification code	42526
Level and type	Professional Bachelor Study
Higher education study field	Management and Administration, Real Estate Management
Head of the study field	Inga Lapiņa
Department responsible	Faculty of Engineering Economics and Management
Head of the study programme	Inga Lapiņa
Professional classification code	2423
The type of study programme	Full time, Extramural
Language	Latvian
Accreditation	25.08.2016 - 31.12.2020; Accreditation certificate No 2019/06
Volume (credit points)	160.0
Duration of studies (years)	Full time studies - 4,0; Part time studies - 5,0; Extramural - 5,0
Degree or/and qualification to be obtained	Professional Bachelor Degree in Quality Management and Qualification of Engineer in Process Quality Management
Qualification level to be obtained	The 6th level of European Qualifications Framework (EQF) and Latvian Qualifications Framework (LQF); the 5th level of Latvian Professional Qualifications
Programme prerequisites	General Secondary Education or 4-year Vocational Secondary Education

Description

Abstract	<p>Nowadays, Quality Management is an integral part of operations of any organization. Quality management and conformity assessment are the tools assisting to create such an organizational environment, where processes, products and services meet the needs and expectations of customers/ clients, are safe and reliable in use, as well as creating value both for the society and environment.</p> <p>Students of the professional bachelor study programme acquire the necessary knowledge, skills and competencies for comprehensive and effective work in the field of quality management. Programme graduates are able to develop processes; to implement and monitor development activities; to develop, implement, manage and improve the quality management system; to analyse, evaluate, form, disseminate and put into practice quality management methods in order to facilitate the ongoing effectiveness and efficiency of business performance, and to be aware of the interests of organisation's stakeholders. Programme graduates are able to work as quality managers, quality engineers, quality management system specialists at organizations and companies of various types and sizes in different branches of industry and areas of activity.</p>
Aim	The aims of the professional bachelor study programme "Total Quality Management" are to educate professionals in designing, implementing, developing and managing quality systems, to develop understanding on professional ethics and socially responsible operations, to broaden vision, which also forms a basis for further studies to acquire a higher level of knowledge and competence.
Tasks	<p>The general tasks of the professional bachelor study programme "Total Quality Management" are as follows:</p> <ul style="list-style-type: none"> - to ensure a competitive bachelor's level education corresponding to national and international standards in quality management and conformity assessment; - to provide students with a comprehensive knowledge, to develop special skills and competencies required in the labour market for quality managers or process quality engineers, to train students for practical work; - to ensure amendments to the content, learning process, research development in line with the changes in the field of quality management and conformity assessment system in international practice, applied research and didactics; - to develop an interest in further education and development, further perfection of academic and professional knowledge, as well as develop and stimulate the use of students' research skills; - to stimulate students' interest in social processes, to enable them to develop into positive, modern, reliable and capable individuals, who can act independently and make autonomous decisions; - to encourage interaction between the academic staff and students in the development of research work and the practical use of the research results in accordance with different standards and trends in the field of quality management and conformity assessment.

Learning outcomes	<p>The graduates of the professional bachelor study programme “Total Quality Management”:</p> <ul style="list-style-type: none"> - understand the legal requirements for the systems, processes and products and are able determine which standards are applicable to these systems, processes and products, as well as ensure their appropriate implementation within the framework of assigned responsibilities; - are able to identify the factors and risks influencing the quality of the organizational systems, processes and products, to determine the appropriate risk identification and prevention measures; - are able to identify, assess, manage and improve organizational processes and their interaction, to define the organization’s goals and determine quality improvement activities for the processes, products and systems; - comprehend the basic economic activity indicators of a company, operational performance budgeting principles and are able to plan the necessary resources for quality assurance and improvement of systems, processes and products; - are able to determine the necessary competencies of the staff, distribution of their responsibilities and accountability in the assurance and improvement of quality of systems, processes and products; - have a good knowledge of conformity assessment activities, are able to carry out them and to apply quality management tools; - are able to create, implement and improve the organization’s quality management system, have knowledge of basic principles of integrated quality management system development; - are capable to manage the quality control department, encourage organizational change processes, as well as to monitor process quality, perform quality measurements, evaluation, quality-related risk identification and assessment; - are able to understand and direct the flow of information within the company, to manage working groups and reach an agreement amongst them; - are able to conduct research corresponding to bachelor study level with a scientific value on product, process and system quality management and (or) conformity assessment, to interpret and analyse the results.
Final/state examination procedure, assessment	<p>Programme is concluded with the state examination, where the defence of a Bachelor Thesis is a constituent part of this examination. Bachelor Thesis and its defence demonstrate student’s ability:</p> <ul style="list-style-type: none"> - to find, summarise and analyse academic and professional literature and information (including literature in foreign languages); - to use appropriate research methods and technical means, to analyse and evaluate major activities and progress indicators, data on the quality of products, processes and systems relevant for the organization (company, institution, etc.); - to carry out independent or group research on a specific problem that is topical and important in quality, quality management or conformity assessment of products, processes and systems; - to draw conclusions and work out recommendations, showing the skills to work creatively and to conduct research; - to present the research and practical results acquired and to defend his/her personal professional opinion.
Description of the future employment	<p>Quality managers organise the development and implementation of management techniques, measurement, evaluation, development and conformity assessment methodology of technical, technological and organisational processes, quality related risk identification and management; analyse, evaluate, form, disseminate and put into practice quality management methods in order to facilitate the ongoing effectiveness and efficiency of business performance; ensure that business processes and products meet legal requirements, customers’ needs and expectations; decrease the organisations’ impact on the environment and are aware of the interests of the organisation’s stakeholders; manage and put into practice quality management system implementation and improvement; work in accordance with the relevant industry-specific laws and standards appropriate to the systems, processes and products; encourage benchmarking of competitors and other companies and promote awareness of skilful economy. Programme graduates are able to work as quality managers, quality engineers, quality management system specialists at organizations and companies of various types and sizes in different branches of industry and areas of activity. They can also work as self-employed persons or sole proprietors.</p>
Special enrollment requirements	No
Opportunity to continue studies	Master studies

Courses

No	Code	Name	Credit points
A		Compulsory study courses	84.0
A.1		General education study courses	12.0
1	MKI115	Quality Profession - Information Course	1.0
2	ICA301	Civil Defence	1.0
3	IVZ771	Work Environment and Ergonomics	2.0
4	IKI863	Introduction to research	4.0
5	IVZ746	New Product Design and Development Methodology	4.0
A.2		Field specific theoretical basic study courses and IT study	36.0
1	DMF101	Mathematics	9.0
2	DMS201	Mathematics (specialized course)	4.0
3	MFB105	Physics	6.0
4	ITA704	Economics	4.0
5	MKI317	CAQ Computer Aided Quality Control	4.0
6	IVZ749	Business Intelligence Technologies I	3.0
7	IVZ752	Business Intelligence Technologies II	2.0
8	MKI518	Total Quality Management	4.0
A.3		Field specific professional study courses	36.0
1	MKI469	Environmental Compatibility and Risk Analysis	3.0
2	MKI321	Market Surveillance	4.0
3	MKI476	Introduction to Quality Systems	4.0
4	MKI470	Basics of Quality Metrics	2.0
5	IKI864	Conformity Assessment	4.0
6	MKI326	Conformity Assessment (study project)	2.0
7	IKI862	Quality Costing	4.0
8	IKI860	Quality audit	4.0
9	IKI859	Quality Management (study project)	2.0
10	IUV413	Business and Labor Law	3.0
11	MKI335	Process Analysis and Control	2.0
12	MKI320	Process Management (study project)	2.0
B		Compulsory elective study courses	32.0
B1		Field-specific study course	24.0
			14.0
1	IKI861	Quality Improvement Methods	4.0
2	IKI866	Metrology and Industrial Measurements	4.0
3	IKI865	Standardization	2.0
4	IUV322	Principles of Finances	2.0
5	IVZ796	Social Responsibility and Business Ethics	2.0
		<i>Mechanical Engineering and Transport</i>	10.0
1	ITE326	Transport and Organization of Transportation	4.0
2	MAT123	LEAN manufacturing technologies	2.0
3	ITE330	Risks and Insurence in Transport	2.0
4	IÄS727	Fundamentals of Logistics	2.0
5	ITE328	Supply Chain Management and Freight Forwarding	2.0
6	ITE331	Organisation of Traffic and Envinonment Protection	2.0
		<i>Civil Engineering</i>	10.0
1	BMT251	Building Materials (basic course)	3.0
2	BBR223	Construction Technology and Safety	4.0
3	IBO497	Energy Efficiency in House and Building Management	3.0
4	IBO522	Innovations in Building Construction	3.0
5	IBO424	Law on construction and rules on construction	2.0
B2		Humanities and social sciences study courses	4.0
1	HSP489	Organizational Psychology	2.0
2	IUV321	Business Management	2.0
3	IÄS720	Intercultural Communication	2.0
B6		Languages	4.0
1	HGD405	English	4.0
2	HGD404	German	4.0
C		Free elective study courses	6.0

D		Practical Placement	26.0
1	MKI010	Practical Placement	26.0
E		Final examination	12.0
1	IKI855	Bachelor Thesis	12.0