



**RĪGAS TEHNISKĀ  
UNIVERSITĀTE**

Reģ.Nr.9000068977, Kaļķu iela 1, Rīga, LV-1658, Latvija  
Tālr.:67089999; Fakss:67089710, e-pasts:rtu@rtu.lv, www.rtu.lvwww.rtu.lv

15.11.2019 07:25

**Study programme "Total Quality Management"**

**Main attributes**

Title	Total Quality Management
Identification code	IGK0
Education classification code	47345
Level and type	Professional Master 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
Variant 1	
Volume (credit points)	40.0
Duration of studies (years)	Full time studies - 1,0; Part time studies - 1,5; Extramural - 1,5
Degree or/and qualification to be obtained	Professional Master Degree in Quality Management
Qualification level to be obtained	The 7th level of European Qualifications Framework (EQF) and Latvian Qualifications Framework (LQF)
Programme prerequisites	Professional Bachelor Degree in Quality Management, or Comparable Education
Variant 2	
Volume (credit points)	80.0
Duration of studies (years)	Full time studies - 2,0; Part time studies - 2,5; Extramural - 2,5
Degree or/and qualification to be obtained	Professional Master Degree in Quality Management
Qualification level to be obtained	The 7th level of European Qualifications Framework (EQF) and Latvian Qualifications Framework (LQF)
Programme prerequisites	Professional Bachelor Degree and /or 2nd Level Professional Higher Education
Variant 3	
Volume (credit points)	100.0
Duration of studies (years)	Full time studies - 2,5; Part time studies - 3,0; Extramural - 3,0
Degree or/and qualification to be obtained	Professional Master Degree in Quality Management and Qualification of Quality Manager
Qualification level to be obtained	The 7th level of European Qualifications Framework (EQF) and Latvian Qualifications Framework (LQF); the 5th level of Latvian Professional Qualifications
Programme prerequisites	Bachelor Degree

**Description**

Abstract	<p>Total quality management (TQM) is a popular and world-recognised managerial philosophy aimed at improvement of all aspects of the organisation's processes and operational performance. Nowadays, Quality Management is an integral part of operations of any organization. Quality Management is a managerial approach providing for sustainable success and effective performance of an organization by ensuring customer satisfaction. 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 and create value for both the society and environment.</p> <p>The graduates have a good knowledge about the interests of senior managers, owners of the organization and the society as a whole, they are able to develop, analyse, evaluate and implement quality and process management and improvement methods in order to facilitate the ongoing increase in effectiveness, efficiency and quality of business performance.</p> <p>The graduates of the programme are able to perform duties of quality managers, managers of quality management systems, heads of quality management departments, quality engineers, quality management system specialists at organizations 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, providing quality management-related consultancy and auditing services.</p>
Aim	<p>The aim of the program is to develop students' professional competences in quality management and conformity assessment, as well as to develop students' research skills in order to prepare professionals capable of ensuring an integrated system management and effective quality development process in an organization, as well as improving an organization's quality culture and understanding of responsible management.</p>

Tasks	<p>Tasks of the program:</p> <ul style="list-style-type: none"> <li>- to provide competitive education in quality management and conformity assessment corresponding to the master's level studies and international standards;</li> <li>- to provide students with comprehensive knowledge, develop their skills and competences according to the labour market requirements for quality managers, thus preparing students for practical work;</li> <li>- to ensure the development and changes of the study program content, study process and research work in accordance with the changes in the fields of quality management and conformity assessment, international practice, science and didactic practice;</li> <li>- to stimulate students' interest in life-long professional development, improvement of academic knowledge and in-depth studies, develop their research skills and promote their use;</li> <li>- to foster students' interest in the processes of society, stimulate their development into positive, modern, responsible, ethical and capable personalities who would be able to act independently, assess risks and make decisions;</li> <li>- to develop cooperation of the academic staff and students, facilitate practical use of research work and results obtained in quality management and conformity assessment in different organizations, promote international mobility and participation in projects.</li> </ul>
Learning outcomes	<p>Graduates of the master's professional study program "Total Quality Management":</p> <ul style="list-style-type: none"> <li>- are able to participate in the elaboration of an organization's strategy and improve the quality management strategy by identifying and evaluating the key performance indicators;</li> <li>- are able to plan, establish and implement an integrated management system, analyse, evaluate and put into practice quality management and improvement methods in order to facilitate a continuous improvement of an organisation's operational efficiency and quality;</li> <li>- are able to maintain and develop an integrated management system, evaluate its effectiveness, perform self-assessment and conformity assessment, monitor organizational systems, processes and products for compliance with the requirements of customers as well as the regulatory and applicable standards.</li> <li>- are able to plan and execute quality improvement projects, initiate and manage organizational change processes, use improvement methods and tools, identify staff competences and authorities, contributing to the development of new improvement solutions;</li> <li>- are able to co-ordinate identification and assessment of risks affecting the integrated management system, develop a risk management plan, identify and implement risk mitigation measures, ensure compliance with the requirements of regulatory acts and standards regulating the system within the scope of their authority;</li> <li>- are able to contribute to the development of an organization's quality culture, organize exchange of good practices, raise awareness of the importance of the requirements and needs of customers and other stakeholders so that the organization does not cause harm to society and the environment;</li> <li>- are able to carry out value-added research, systematise information, integrate knowledge of different fields, analyse and interpret research results, prepare and present reports and publications, discuss the systemic aspects of quality management and conformity assessment.</li> </ul>
Final/state examination procedure, assessment	<p>Programme is concluded with the state examination, where the defence of Master Thesis is a constituent part of this examination. Master Thesis and its defence demonstrate:</p> <ul style="list-style-type: none"> <li>- knowledge in the area of quality management and/or conformity assessment;</li> <li>- professional knowledge regarding important functions and topical issues of quality management and/or conformity assessment and understanding of their interaction amongst different branches of industry;</li> <li>- ability to find, generalize, process and analyse information and to find solutions for quality management problems, based on theoretical knowledge;</li> <li>- problem solution skills on the issues studied, which include individual and complex novelty elements and tasks in relation to theoretical foundations;</li> <li>- competence to draw substantiated conclusions and to formulate appropriate proposals regarding quality and/or process management problem solutions;</li> <li>- student's ability to present the research results and to defend his/ her personal professional opinion.</li> </ul>
Description of the future employment	<p>Quality manager organises 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; analyses, evaluates, forms, disseminates and puts into practice quality management methods to facilitate the ongoing effectiveness and efficiency of business performance; ensures that business processes and products meet legal requirements, customer needs and expectations, and reduces the organisations' impact on the environment. Taking into account the needs of society, a quality manager is aware of the interests of the organisation's stakeholders; manages and puts into practice quality management system implementation and improvement; works in accordance with the relevant industry-specific laws and standards related to the systems, processes and products; encourages the benchmarking of competitors and best practice companies and promotes the comprehension of skilful economy.</p> <p>The graduates of the programme are able to work as quality managers, managers of quality management systems, heads of quality management departments, quality engineers, quality management system specialists at organizations 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, providing quality management related consultancy and auditing services.</p>
Special enrollment requirements	No
Opportunity to continue studies	Doctoral studies

Courses

No	Code	Name	C.p. [1]	C.p. [2]	C.p. [3]
<b>A</b>		<b>Compulsory study courses</b>	<b>8.0</b>	<b>28.0</b>	<b>28.0</b>
1	MKI510	Integrated Management Systems	4.0	4.0	4.0
2	IKI857	Contemporary Research Methods in Quality Management	4.0	4.0	4.0
3	IKI702	Quality Management		6.0	6.0
4	IKI704	Quality Management (study project)		2.0	2.0
5	IKI703	Process Analysis and Management		4.0	4.0
6	IKI700	Risk Analysis		4.0	4.0
7	MKI704	Quality Cost and Resource Analysis		4.0	4.0
<b>B</b>		<b>Compulsory elective study courses</b>	<b>6.0</b>	<b>26.0</b>	<b>26.0</b>
<b>B1</b>		<b>Field-specific study course</b>	<b>6.0</b>	<b>26.0</b>	<b>26.0</b>
1	MKI709	Process Management Methods		4.0	4.0
2	IEU529	Talent and Personnel Management	4.0	4.0	4.0
3	IKI853	Standards in Entrepreneurship		2.0	2.0
4	IKI854	Quality improvement project management	4.0	4.0	4.0
5	IVZ783	Corporate Social Responsibility and Business Ethics		4.0	4.0
6	IVZ719	New Product and Process Development Methodology		4.0	4.0
7	MKI708	Conformity Assessment		4.0	4.0
8	MKI710	Conformity Assessment (Study Project)		2.0	2.0
9	IKI705	CAQ Computer Aided Quality Control		2.0	2.0
10	IUE508	Strategy and Change Management	4.0	4.0	4.0
11	DMS727	Methods of Statistical Analysis		2.0	2.0
12	VID705	Special English	2.0	2.0	2.0
<b>D</b>		<b>Practical Placement</b>	<b>6.0</b>	<b>6.0</b>	<b>26.0</b>
1	MKI701	Practical Placement	6.0	6.0	
2	MKI010	Practical Placement			26.0
<b>E</b>		<b>Final examination</b>	<b>20.0</b>	<b>20.0</b>	<b>20.0</b>
1	MKI002	Master Thesis	20.0	20.0	20.0
<i>K.p.[*] kredītpunkti studiju programmas variantā</i>					