

DOCTORAL STUDIES SUBJECT DESCRIPTION

Subject	Scientific area (branch) Code	Faculty	Department
Quality Management Concepts, Models and Methodology	Management S 003	Faculty of Economics and Business Administration	Management

Study type	Number of ECTS Credits	Study type	Number of ECTS Credits
lectures		consultations	1
Self studies	6	seminars	

Subject description
<p>While studying the subject, the doctoral student will expand, deepen and systematize his / her knowledge in the field of quality management by analyzing theories and research in scientific articles and monographs. Doctoral student will form his / her analytical, critical approach and insights related to the level of researched quality management aspects and further research perspectives.</p> <p>The aim of the subject is to deepen and systematize doctoral students' knowledge and skills in the fields of formulation, deepening and application of quality management theory.</p> <p>Tasks:</p> <ul style="list-style-type: none"> • to form an understanding of quality management development trends; • to get acquainted with global topicalities of quality management, the latest international quality standards and models, their application in various business and public sector organizations; • to develop the ability to conceptually apply quality management principles, methods, tools, models and systems to improve the efficiency of organizations. <p>Key topics:</p> <ol style="list-style-type: none"> 1. Development of quality management concepts. 2. Concepts, principles and models of Total Quality Management (TQM). Quality and competitiveness. 3. Quality management methods and tools. 4. International system of quality regulation. Standards, technical regulations and specifications. 5. Quality certification system, types and content of certification. 6. Typology and content of quality, environmental and other management systems. 7. Typology of business processes and quality management. Current Process improvement trends – Robotic Process Automation, Machine Learning, Artificial Intelligence, etc. 8. Supply chain quality management. <p>Study methods:</p> <p>1. Analysis of main and supportive literature (thematic consultations and self studies). During the thematic consultations, the most important topics of the subject are discussed on the basis of the most relevant literature. The main literature (scientific articles) is discussed, its place in the context of the topic is indicated. The most important sources of supplementary literature are indicated. Ways and directions of further independent search of additional literature are discussed. Emphasis is placed on issues related to the topic of the dissertation.</p>

2 Reflective critique of basic research methods of consumer behaviour (paper).
The volume of the paper is up to 20 pages (Times New Roman 12, 1.5 line spacing).

The exam grade consists of:

- answers to the questions asked by the commission 70%
- quality of the paper and comments on its content 30%.

Main literature

Ruževičius J. (2012) Management de la Qualité. Notion globale et recherche en la matière. Vilnius: Maison d'éditions Akademinė leidyba, 432 p.

Kiran D.R. (2017) Total Quality Management: Key Concepts and Case Studies. - Elsevier.
DOI:https://doi.org/10.1016/C2016-0-00426-6

Foster, T. S. (2008). Managing quality: An Integrative Approach. – New Jersey: Prentice Hall.

Juran, J. M. (2005). Quality control handbook. – New York: Tamson.

Besterfield, H.D. (2006). Quality Control. – 7th ed. – New Jersey: Prentice Hall.

Montgomery, D. C. (2001). Introduction to Statistical Quality Control. – 4th ed. – New York: Wiley.

Dale, B. G. (2002). Managing Quality. – 3rd ed. – Oxford: Blackwell Publishing.

Wadsworth, M. H. (2002). Modern Methods for Quality Control and Improvement. – New York: Wiley.

Oakland, S. (2005). Total Quality Management. – Oxford: Blackwell Publishing

Konsultuojančiųjų dėstytojų vardas, pavardė	Mokslo laipsnis	Svarbiausieji darbai mokslo kryptyje (šakoje) paskelbti per pastaruosius 5 metus
Dalius Serafinas	Prof. Dr.	<p>1. Serafinas, Dalius, Rakšteliene, Asta, Šepetienė, Ramūnė, (2017) Sisteminiis neformalaus mokymo veiksmingumo vertinimas // Tarptautinis verslas : inovacijos, psichologija, ekonomika. Vilnius : Vilniaus universiteto leidykla. 2. Serafinas, Dalius, Ramūnė Kasperavičiūtė – Černiauskienė, (2016) The Adoption of ISO 9001 Standard Within Higher Education Institutions in Lithuania: Innovation Diffusion Approach. // Total Quality Management & Business Excellence. UK: Taylor & Francis Group, p. 1-20, 3. Serafinas, Dalius, Ruželė, Darius, (2014) Lean organizacijų evoliucija // Organizacijų vadyba : sisteminiai tyrimai. Nr. 69, p. 119-135. 4. Serafinas, Dalius, Ruželė, Darius, (2014). Evolution of organizations in the context of total quality management // Tarptautinis verslas: inovacijos, psichologija, ekonomika. T. 5, Nr. 1, p. 42-65. 5. Serafinas, Dalius, ir kiti, (2014). Promoting the Impact of Research for Society: Quality Management of Research for QOL // 17th Toulon-Verona International Conference Excellence in Services Proceedings. Liverpool: Liverpool John Moores University, August 28-29, 2014, p. 349-356. 6. Serafinas, Dalius, ir kt. (2014). Vaizdinių terapijos konceptualizavimas papildomos, alternatyvios ir tradicinės medicinos kontekste. // Sveikatos mokslai. 2014, T. 24, Nr. 4, p. 1116.</p>

		<p>7. Serafinas, Dalius, ir kiti, (2014). Lietuvos studijų politikos 2009-2011 m. pokyčių kompleksinė analizė. Mokslo studija. Vilnius : Mosta, 2014. 465 p. ISBN 9789955933403. 8. Serafinas, Dalius, ir kiti, (2014). Lietuvos studijų politikos ir EAME bei Europos Sąjungos strateginių nuostatų lyginamosios analizės ataskaita. Mokslo studija. Vilnius : Mosta, 2014. 373 p. ISBN 9789955933410.</p>
<p>Juozas Ruževičius</p>	<p>Prof.dr. (HP)</p>	<p>1. Ruževičius, J. (2014). Quality management. Global conception and researches // Amfiteatru economic. ISSN 1582-9146, Vol. 16, No 37. p. 1032-1039 (ISI Journal). 2. Ruževičius, J. (2014). Sąžiningos prekybos plėtros galimybės Lietuvoje // Organizacijų vadyba : sisteminiai tyrimai, Nr. 69, p. 71-87. ISSN 1392-1142 (bendraautorė A. Kairaitytė). 3. Ruževičius, Juozas (2014). Kokybės vadybos ir darniosios plėtros priemonių taikymo tarptautinių grandinių viešbučiuose tyrimas // Issues of Business and Law, Vol. 9, p. 88-107 (ISSN 2029-1094). Bendraautorė – E. Ratiuk. 4. Ruževičius, J. (2014). Responsabilité social: notion globale et recherche en la matière // International Business: Innovations, Psychology, Economics, Vol. 5, No. 1 (8), p. 76-94. ISSN 2029-5774. 5. Ruževičius, J. (2014). Kokybės auditas: koncepcija ir metodologijos tobulinimas // Informacijos mokslai, Nr. 68, p. 23-43. (bendraautorė I. Pečiulytė; Rakštelienė, A., Ruževičius, J. (2018). Performance Quality: Influence of Work Environment Factors for Informal Training Transfer // Quality: Access to Success, Vol. 19, No. 165/August 2018, p. 114-121 (Clavirate Analytics and SCOPUS žurnalas - is indexed in international data bases Web of Science™ Core Collection - Clavirate Analytics, Emerging Sources Citation Index (ESCI), SCOPUS, EBSCO, CABELL'S and PROQUEST). Ruževičius, J., Dapkus, M. (2018). Methodologies for calculating the carbon footprint of small organizations // Quality: Access to Success, Vol. 20, No. 166/December 2018, p. 114-121 (Clavirate Analytics and SCOPUS žurnalas - is indexed in international data bases Web of Science™ Core Collection - Clavirate Analytics, Emerging Sources Citation Index (ESCI), SCOPUS, EBSCO, CABELL'S and PROQUEST). Ruževičius, J., Valiukaitė, J. (2017). Quality of Life and Quality of Work Life Balance: Case Study of Public and Private Sectors of Lithuania // Quality: Access to Success, Vol. 18, No. 157, p. 76-81. Web of Science™ Core Collection - Clavirate Analytics, Emerging Sources Citation Index (ESCI), SCOPUS, EBSCO, CABELL'S and PROQUEST). Pamfilie, R., Ruzevicius, J., Bumbac, R. (2017). A complex scientific attempt on</p>

		<p>innovation from a multilevel perspective. BASIQ International Conference: New Trends in Sustainable Business and Consumption – 2017. Review Proceedings of BASIQ, Vol. 01, p. 495-503 (31 May -3 June 2017, Graz, Austria; ISSN 2457-483X; ISSN-L 2457-483X). (Clavirate Analytics and SCOPUS)</p> <p>Ruževičius J. (2014). Quality Management. Global Conception and Researches. – Amfiteatru Economic 16(37), 1032-1039. (ISI)</p> <p>Ружевичюс Юозас / Ruževičius Juozas, Иванова Світлана / Ivanova Svitlana (2019). Качество жизни на работе: концепция и исследования / Якість життя на роботі: концепція і дослідження. Аспекти - публічного управління, Том 7, No.1-2, с.81-94 / Public Administration Aspects, 7 (1-2), 81-94.</p> <p>Ружевичюс, Ю. (2018). Quo vadis, qualitoligia? // Алтын Сапа / Gold Quality, No. 2 (22), с. 50-53.</p> <p>Šepetienė, R., Čiubrinskienė, R., Ruževičius, J. (2017). Sisteminis veiklos valdymo tobulinimas – įmonės atvejo analizė, vertinant kokybės kaštus // Organizacijų vadyba. Sisteminiai tyrimai, Nr. 77, p. 153-167.</p> <p>Simonavičienė A., Ruževičius J. (2016). Savęs įsivertinimo kokybės vadybos modelių taikymas mažose ir labai mažose verslo organizacijose // Acta Avada, 2016, Vol. 3, p. 22-41 (ISSN 2351-6399).</p> <p>Astrauskaitė S., Ruževičius J. (2016). Research on need and peculiarities of quality management tools in public sector the case of Lithuania // Croma, 2016, Vol. 4 (1), p. 42-56 (ISSN 2335-7959).</p> <p>Urbanavičiūtė S., Ruževičius J. (2016). Anglies dvideginio pėdsakas darnaus vystymosi kontekste // Acta Avada, 2016, Vol. 3, p. 66-88 (ISSN 2351-6399).</p> <p>Ruževičius J. (2015). The New Challenges for Quality Management. – Товари і ринки = Commodities and Markets 1, 18-27.</p>
Roma Adomaitienė	Doc. Dr.	<p>1. Varanauskaitė K., Adomaitienė R. (2015), “Kano modelio taikymas vaikų darželių paslaugų kokybės vertinimui”, Organizacijų vadyba: sisteminiai tyrimai, Nr. 73, p. 143-160. http://dx.doi.org/10.7220/MOSR.2335.8750.2015.73.8.2.</p> <p>2. Paškovska M., Adomaitienė R. (2015), “Elektroninės prekybos interneto svetainių kokybės vertinimas”, Lietuvos augimo ir stabilumo strateginės kryptys: Nacionalinės mokslinės-praktinės konferencijos, vykusios 2015 m. spalio 22 d. recenzuotų straipsnių rinkinys, p. 231-239. ISBN 978-609-459-613-1.</p> <p>3. Mažukaitė S., Adomaitienė R. (2016), „Vilniaus universiteto Sveikatos ir sporto centro paslaugų kokybės</p>

		<p>vertinimas studentų požiūriu“, Organizacijų vadyba: sisteminiai tyrimai, Nr. 75, p. 7-23, DOI: 10.7220/MOSR.2335.8750.2016.75.1.</p> <p>4. AL Khuja, H., Adomaitiene, R., Giedraitis, V. (2016), „The influence of neuro-linguistic programming (NLP) awareness and practices on the individual work performance of Lithuanian students“, European Journal of Business and Social Sciences (EJBSS), Vol. 5, No. 9, pp. 49-66. (http://www.ejbss.com/recent.aspx).</p> <p>5. Adomaitiene, R., Seyidov, J. (2016), „Factors influencing local tourists' decision-making on choosing a destination: a case of Azerbaijan“, Ekonomika, Vol. 95, No.3, pp. 112-127, DOI: 10.15388/Ekon.2016.3.10332. (http://www.zurnalai.vu.lt/ekonomika/article/view/10332).</p>
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Svarstyta ir patvirtinta Vilniaus universiteto Vadybos krypties doktorantūros komitete 2019 metų spalio 4 d., protokolo Nr. 210000-KI-49