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|---|--|-------------------|----|
| Title of the Course | QUALITY MANAGEMENT SYSTEMS IN LOGISTICS COMPANIES | | |
| Amount in credit points/ECTS) | 2/3 | Volume (in hours) | 80 |
| Prior knowledge | Basics of Logistics, Environmental, civil and labour protection organization; Warehouse administration; Freight flow administration in a warehouse | | |
| Science Sector | - | | |
| Science Subsector | - | | |
| Summary of academic hours | Amount (academic hours) | | |
| Distance learning | 40 | | |
| Contact hours / video lessons | 8 | | |
| Exercises, self – assessment questions and tests | 14 | | |
| Individual work/ discussions in distance | 16 | | |
| Exams/tests | 2 | | |
| 1st level professional study programme | Business Logistics | | |
| Author(s) of the course | Bc.ing. Aigars Loss | | |
| Lecturer(s) of the course | Bc.ing. Aigars Loss | | |
| Goal of the course: | To provide theoretical background in quality management in enterprises, as well as practical skills in the processes of quality control organisation in logistics | | |
| Requirements for obtaining credit points (structure of course evaluation): | <p><u>The final evaluation is calculated:</u> Moodle discussion/tasks – 50% Exam – 50% <i>For obtaining final evaluation, both activities should hold successful evaluation – not below 4 points.</i> <i>Final evaluation is the average grade in 10-point system, in proportion of percentage distributed amongst both activities</i></p> | | |
| Study Results | | | |
| <p>1. <i>Knowledge:</i></p> <p>1.1. A student names and describes the main principles of quality management, names the elements of quality management</p> <p>1.2. A student names and describes the standards of quality management</p> <p>2. <i>Skills:</i></p> <p>2.1. A student defines the differences between different types of products and applicable quality norms;</p> <p>2.2. A student carries out the product compliance control in the product handling and intake.</p> <p>3. <i>Competences:</i></p> <p>3.1. A student researches the necessity of a quality management system in an enterprise, assesses the existing system and justifies its necessity to be implemented in an enterprise.</p> <p>3.2. A student illustrates and analyses enterprise's processes, provides recommendations for their improvement.</p> <p>3.3. A student assesses and analyses the problem issues in the non-compliance.</p> | | | |

Content of the Course

| No. | Subjects | Contact hours, video, audio lessons | Distance learning | Exercises, self-assessment questions and tests | Individual task – remote discussion. Description of the individual task is available in the E-studies | Exam |
|---------------|--|-------------------------------------|-------------------|--|---|------|
| 1. | Significance of quality management in an enterprise | 8 | 5 | 1 | 2 | 2 |
| 2. | International quality management standards | | 5 | 1 | 2 | |
| 3. | Basic principles of quality management systems in an enterprise | | 5 | 2 | 2 | |
| 4. | Lean concept in quality management | | 5 | 2 | 2 | |
| 5. | Organization of product compliance control in the warehouse | | 5 | 2 | 2 | |
| 6. | Defining risks and their assessment in the control of product flow | | 5 | 2 | 2 | |
| 7. | Quality improvement mechanisms in an enterprise | | 5 | 2 | 2 | |
| 8. | Process approach to quality management | | 5 | 2 | 2 | |
| TOTAL: | | 8 | 40 | 14 | 16 | 2 |
| 80 | | | | | | |

Mastering the course and successfully passing examination, student is capable of (*knowledge, skills and competencies*)

| Study Results: | Evaluation Criteria | | |
|------------------|---|--|---|
| | (40-69%) | (70-89%) | (90-100%) |
| Knowledge | Use terminology, names and recognizes facts | Use terminology, recognizes and names facts, classifies the gained knowledge | Use terminology, recognizes and names facts, classifies, analyses and justifies one's opinion based on the gained knowledge |

| | | | |
|--------------------|---|---|--|
| Skills | Generally complete work tasks | Independently execute work tasks base on the gained knowledge during the course | Independently and effectively execute work task with assessed possible options, based on additionally found information |
| Competences | Can solve work tasks by choosing and applying methods, materials and technologies | Can independently solve work tasks by choosing, the most appropriate work methods and justifies one's choice. Can solve the offered problematic issues. | Can independently and creatively solve work tasks by choosing the most optimal work methods outside the course framework Can anticipate problem situations. |

Acknowledgement of the obtained study results

| Study Results | Evaluation Method | | | | | | |
|--------------------------|-------------------|------|------|------|------|------|------|
| | 1.1. | 1.2. | 1.3. | 2.1. | 2.2. | 3.1. | 3.2. |
| Moodle discussions/tasks | X | X | X | X | X | X | X |
| Exam | X | X | X | X | X | X | X |

Core Literature

- Vasiļjeva D. (2017) Kvalitātes nodrošināšanas vadība. Rīga: Juridiskā koledža, 234 lpp

Additional Literature

- ISO 9001:2015 – Kvalitātes vadības sistēmas standarts
- Barrie G.Dale. (2002) Managing Quality. Fourth Edition. Oxford: Blackwell Publishing Ltd., 519 p.
- Pildavs J. (2004) Kvalitātes vadīšanas teorijas pamati. Rīga: Kamene, 56 lpp.
- Stacy Escobar (2015). Total Quality Management and Six Sigma, Clanrye International -310 p
- Foster S. T. (2007). Managing Quality: Integrating the Supply Chain. Third edition, New Jersey: Pearson Education. - 568 p

Recommended Periodicals

- Kvalitātes rīki Pieejams: http://syque.com/quality_tools/index.htm
- Latvijas Kvalitātes asociācija. Pieejams: <http://www.lka.lv>
- The European Organization for Quality Pieejams: <http://www.eoq.org/home.html>
- International Organization for Standardization Pieejams: <https://www.iso.org/home.html>
- Kanban Logistics (2017) ISO 9001 Certification for Logistics Quality Management Pieejams: <http://www.kanbanlogistics.com/iso-9001-certification-for-logistics-quality-management/>