

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	
1 st 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):	<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>		
Study Results			
1. Knowledge: 1.1. A student names and describes the main principles of quality management, names the elements of quality management 1.2. A student names and describes the standards of quality management 2. Skills: 2.1. A student defines the differences between different types of products and applicable quality norms; 2.2. A student carries out the product compliance control in the product handling and intake. 3. Competences: 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. 3.2. A student illustrates and analyses enterprise’s processes, provides recommendations for their improvement. 3.3. A student assesses and analyses the problem issues in the non-compliance.			

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

Core Literature

1. Vasiljeva D. (2017) Kvalitātes nodrošināšanas vadība. Rīga: Juridiskā koledža, 234 lpp

Additional Literature

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

Recommended Periodicals

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