Quality Management (workshop)

Assoc. prof. dr. Inga Juknytė-Petreikienė 2019-2020 academic year Spring semester Let's introduce and get to know:



Let's introduce and get to know:

- Why did you choose international business studies?
- If you have a job, is your work field related to international business?
- What kind of international business are you interested in?
- What would you like to do after the graduation?

Self-evaluation of your competencies:

Student license number:

Evaluate your skils:

Learning outcomes	Evaluation											
	Very good		Good		Middling		Satisfactory		Weakly		Not able	
	19.09	20.01	19.09	20.01	19.09	20.01	19.09	20.01	19.09	20.01	19.09	20.01
Describe the essence of quality management and its place in the development of organizational theories.												
List principles of quality management.												
Characterize the international quality management models and systems.												
Define problems of the service / product quality.												
Recognise interested parties of the company, the problems related to satisfying their needs, and identify problem-solving guidelines.												
Determine the risks of business activities and take actions to address these risks.												
Apply constant improvement methods in solving quality management issues.												

Practical learning activities:

- Work form: work in a group.
- It is necessary to get together into groups of 4-5 people.

Split into groups



Assignments for the workshops

- Establish a simulation (fictitious) international business company.
- Create an appropriate organizational structure for international business.
- Analyze the company's external and internal environment.
- Identify the company's problems.

Assignments for the workshops

- Identify and describe key business processes.
- Identify your company's stakeholders (impact groups).
- Carry out a risk analysis.
- Develop your company's quality policy.

Questions?



HAVE A LOOK AT EACH OTHER

Briefly introduce yourself according to your first letter of initials: Inga Juknytė-Petreikienė

- I initiative
- J joyful
- P powerful



HAVE A LOOK AT EACH OTHER



Assignment:

• Talk to colleagues in your group, establish a simulation (fictious) international business company by defining the legal status of company, size, its economic activity, name, address and other necessary company details. Appoint the director, accountant, managers.

Present your business enterprise:

- Company name, address
- Legal status (Joint-stock company, municipal or other)
- Operating time (when it was established)
- Size (micro, small, medium, large by number of employees)
- Economic activity, type of product / service provided
- Mission / vision, strategic objectives of the company
- The external environment of the company: customers, suppliers (partners), competitors

Present your business enterprise by power point presentation:



Questions?

