



AYDIN ADNAN MENDERES UNIVERSITY COURSE INFORMATION FORM

Course Title		Quality Assurance And Standards							
Course Code		İŞT181		Couse Level		Short Cycle (Associate's Degree)			
ECTS Credit	3	Workload	75 (Hours)	Theory	2	Practice	0	Laboratory	0
Objectives of the Course		This derste is aimed at acquiring application competencies of quality management systems							
Course Content		to inform about the continuity and necessity of quality.							
Work Placement		N/A							
Planned Learning Activities and Teaching Methods				Explanation (Presentation), Discussion, Case Study, Individual Study					
Name of Lecturer(s)									

Assessment Methods and Criteria

Method	Quantity	Percentage (%)
Midterm Examination	1	40
Final Examination	1	70

Recommended or Required Reading

1	Orhan Küçük, "Kalite Yönetimi ve Kalite Güvence Sistemleri", Seçkin Kitabevi
2	Muharrem TUNA - İlkay GÜLER "Kalite Yönetim Sistemleri" , Detay Yayıncılık

Week	Weekly Detailed Course Contents	
1	Theoretical	The concept of quality, the reason why the concept evolves in the historical process and the emergence of total quality management understanding and total quality understanding
2	Theoretical	Basic concepts related to total quality management, their place in total quality management and their importance
3	Theoretical	Basic concepts related to total quality management, their place in total quality management and their importance
4	Theoretical	Standard and standardization of quality management systems
5	Theoretical	Total quality management elements and their importance in terms of total quality management
6	Theoretical	The importance of the standard in the production and service sector
7	Theoretical	The importance of the standard in the production and service sector
8	Theoretical	midterm
9	Theoretical	Management quality and standards
10	Theoretical	Total quality management, ISO 9000 standards
11	Theoretical	Total quality management, ISO 9000 standards
12	Theoretical	Environmental standards
13	Theoretical	Quality management system models
14	Theoretical	Quality management system models
15	Theoretical	Total quality management in Turkey, ISO 9000 standards
16	Final Exam	Final Examination

Workload Calculation

Activity	Quantity	Preparation	Duration	Total Workload
Lecture - Theory	14	0	2	28
Assignment	1	8	1	9
Individual Work	14	0	1	14
Midterm Examination	1	8	1	9



Final Examination	1	14	1	15
Total Workload (Hours)				75
[Total Workload (Hours) / 25*] = ECTS				3
*25 hour workload is accepted as 1 ECTS				

Learning Outcomes

1	Total quality management in Turkey, ISO 9000 standards
2	The importance of the standard in the production and service sector
3	Basic concepts related to total quality management, their place in total quality management and their importance
4	Standard and standardization
5	To be able to explain total quality management, quality management systems

Programme Outcomes (Marketing)

1	To develop capabilities of using IT instruments,
2	To plan process of occupation and application of this capabilities.
3	To develop communicating in a foreign language.
4	To develop product decisions
5	To reflect the personality of customer oriented personality in every aspect of life.
6	To develop abilities in international marketing.
7	To develop active and entrepreneur spirit.
8	To define pitfalls on the way in occupational path.
9	To develop occupational ethical philosophy.
10	To develop life time learning capabilities.
11	To develop understanding of industrial problems.
12	To understand legal process.
13	To develop active communication skills.
14	To develop marketing and sales communication skills.

Contribution of Learning Outcomes to Programme Outcomes 1:Very Low, 2:Low, 3:Medium, 4:High, 5:Very High

	L1
P1	5
P2	4

