



AYDIN ADNAN MENDERES UNIVERSITY COURSE INFORMATION FORM

Course Title		Quality Management Systems							
Course Code		İŞT151		Course Level		Short Cycle (Associate's Degree)			
ECTS Credit	2	Workload	50 (Hours)	Theory	2	Practice	0	Laboratory	0
Objectives of the Course		At lesson; to gain the application qualifications of quality management systems.							
Course Content		Quality concept, standards and quality systems.							
Work Placement		N/A							
Planned Learning Activities and Teaching Methods				Explanation (Presentation), Discussion, Case 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	Yardımcı kitap,
3	Ders notları
4	Diğer kaynaklar

Week	Weekly Detailed Course Contents	
1	Theoretical	Quality concept
2	Theoretical	Quality concept, standard and standardization
3	Theoretical	Standard and standardization
4	Theoretical	The importance of the standard in the production and service sector
5	Theoretical	Management quality and standards
6	Theoretical	Environmental standards
7	Theoretical	Quality management system models
8	Theoretical	Quality management system models
9	Intermediate Exam	midterm
10	Theoretical	At the management
11	Theoretical	Process management system
12	Theoretical	Resource management system
13	Theoretical	Strategic management
14	Theoretical	
15	Theoretical	Efqm excellence model
16	Final Exam	Final Examination

Workload Calculation

Activity	Quantity	Preparation	Duration	Total Workload
Lecture - Theory	14	0	2	28
Reading	10	0	1	10
Midterm Examination	1	5	1	6



Final Examination	1	5	1	6
Total Workload (Hours)				50
[Total Workload (Hours) / 25*] = ECTS				2
*25 hour workload is accepted as 1 ECTS				

Learning Outcomes

1	Explain the concept of quality and its components.
2	Explain the basic concepts of quality management systems.
3	Creating Infrastructure of Quality Management System
4	Explain quality management techniques at basic level.
5	Application of Quality Standards

Programme Outcomes (Office Management and Executive Assistantship)

1	The ability of using information and communication tools and the other vocational tools and techniques.
2	The ability of planning and applying vocational process.
3	The ability of communicating in foreign language.
4	The ability of vocational self-confidence.
5	The ability of entrepreneurship.
6	The ability of using theoretical field information at the practice.
7	The ability of managing a process that provides the needs.
8	The ability of working in groups including interdisciplinary.
9	The ability of defining problems and solving them in vocational practice.
10	The awareness of vocational ethic and responsibility.
11	The awareness of necessity of life-long learning and the ability to make come true this.
12	The ability of having information about sectoral problems.
13	The ability of understanding vocational legal regulation and applying.
14	The ability of having an effective communication.
15	Social, cultural and social responsibilities of the grip, and the ability to apply to adopt.

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

	L1	L2	L3	L4	L5
P1			4		
P2	4		4		
P3			4		
P4			4		
P5		4	4		
P6			4	4	
P7			4		
P8			4		
P9			4		
P10			4		
P11			4		
P12			4		
P13			4		
P14			5		
P15			4		5

