



## AYDIN ADNAN MENDERES UNIVERSITY COURSE INFORMATION FORM

Course Title		Total Quality Management							
Course Code		HAT213		Course Level		Short Cycle (Associate's Degree)			
ECTS Credit	4	Workload	96 (Hours)	Theory	2	Practice	0	Laboratory	0
Objectives of the Course		To be able to provide information about the basic concepts of quality and standards. To be able to provide information about the purpose of standardization and standards development process. To. be able to ensure that students comprehend the importance of the relationship between quality and productivity.							
Course Content		The Development Process of standardization, standardization, Definition, Purpose of standards, standardization Benefits Standards and Standardisation in Turkey, the Turkish Standards Institute and Duties of National and International Metrology, Calibration Studies and Institutions, Definition of Quality, Quality Concepts, Quality Approaches Relationship Between Quality and Productivity , Quality, Costs and Risks, Benefits of Quality Assurance, Quality Control Concept, Total Quality Management, Occupational Standards							
Work Placement		N/A							
Planned Learning Activities and Teaching Methods				Explanation (Presentation), Discussion, Individual Study					
Name of Lecturer(s)		Lec. Okan ERTOSLUK							

### Assessment Methods and Criteria

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

### Recommended or Required Reading

1	Four Phases of Total Quality Management, Weaver, C. N., Ankara, 2000.
2	Total Quality Management, Theory, Principles and Applications, Şimşek, H., Ankara, 2009.
3	Total Quality Management, Kingir, S., Ankara, 2013.

Week	Weekly Detailed Course Contents	
1	Theoretical	Development process of standardization, the definition of standardization, objective standards
2	Theoretical	The benefits of standardization, standards and standardization work in Turkey
3	Theoretical	Turkish Standards Institute and its mission
5	Theoretical	The definition of quality, Quality concepts, quality approaches
7	Theoretical	Benefits of Quality Assurance
8	Intermediate Exam	Midterm Exam
9	Theoretical	Quality Control Concept
10	Theoretical	Total Quality Management
11	Theoretical	TS-EN-ISO 9000 Standards, TS-EN-ISO 9001 Standards
12	Theoretical	TS-EN-ISO 9004 Standards
13	Theoretical	TS-EN-ISO 9004 Standards
14	Theoretical	Occupational Standards
15	Theoretical	Faulty Materials, Probability Distribution
16	Final Exam	Final Exam
17	Final Exam	Final Exam

### Workload Calculation

Activity	Quantity	Preparation	Duration	Total Workload
Lecture - Theory	15	2	2	60
Individual Work	2	5	1	12
Midterm Examination	1	10	1	11



Final Examination	1	12	1	13
Total Workload (Hours)				96
[Total Workload (Hours) / 25*] = ECTS				4
*25 hour workload is accepted as 1 ECTS				

### Learning Outcomes

1	To be able to comprehend the need and importance of standardization.
2	To be able to explain the basic concepts about quality.
3	To understand the importance of quality assurance.
4	To be able to explain professional standards.
5	To understand the importance of the relationship between quality and efficiency.

### Programme Outcomes (Laboratory and Veterinary Sciences)

1	To be able to understand and use , where information about Veterinary Technician
2	To be able to analyze and synthesize
3	To be able to have awareness of ethical and professional responsibility
4	To be able to recognise the basic features of animal species and breeds
5	To be able to make and test preparation in the laboratory, under the supervision of the veterinarian in charge of registration,
6	To be able to care of animals Asepsis and antisepsis to do with the preoperative and postoperative
7	To be able to control of parasitic infestations and infectious disease prevention and veterinary advice can be helpful when working on
8	To be able to prepare and use of animal feeding protocols in theory
9	To be able to Veterinarian examination, imaging, and surgical applications of finding assistance during the application and conduct any kind planned by Veterinarian
10	To be able to Make efforts to enhance productivity in animal husbandry

### 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	4	4	4	5
P2	4	4	4	4	4
P3	4	4	4	4	4
P4				3	
P5				3	
P6				3	
P7				3	
P8				3	
P9				3	
P10				4	

