



AYDIN ADNAN MENDERES UNIVERSITY COURSE INFORMATION FORM

Course Title		Quality Management in Hospitality Managements							
Course Code		THM224		Course Level		Short Cycle (Associate's Degree)			
ECTS Credit	2	Workload	50 (Hours)	Theory	2	Practice	0	Laboratory	0
Objectives of the Course		This course intends to get the students know about Quality Management Systems applied at businesses.							
Course Content		This course contains the concepts of quality, standard and standardisation, quality management standards and system models, food security management standards, environment standards, strategic management and models.							
Work Placement		N/A							
Planned Learning Activities and Teaching Methods				Explanation (Presentation), Discussion, Case Study, Individual Study					
Name of Lecturer(s)		Ins. Hasan KAMACI							

Assessment Methods and Criteria

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

Recommended or Required Reading

1	Tuna, M. ve Güler, İ. (2012) Kalite Yönetim Sistemleri. Detay Yayıncılık: Ankara.
2	Buzlu, H. B. (2011) Kalite Yönetim Sistemleri. Zeus Kitabevi: İzmir.

Week	Weekly Detailed Course Contents	
1	Theoretical	The concept "quality"
2	Theoretical	The concept "quality"
3	Theoretical	Standard and standardisation
4	Theoretical	Total quality management
5	Theoretical	The sytems of quality management
6	Theoretical	The sytems of quality management
7	Theoretical	Quality control and quality circles
8	Intermediate Exam	Midterm Exam
9	Theoretical	Strategic management
10	Theoretical	Strategic management
11	Theoretical	Process management
12	Theoretical	Resource management
13	Theoretical	Benchmarking in quality
14	Theoretical	The models of eqm perfection
15	Final Exam	Final Exam

Workload Calculation

Activity	Quantity	Preparation	Duration	Total Workload
Lecture - Theory	14	0	2	28
Reading	4	1	0	4
Midterm Examination	1	7	1	8



Final Examination	1	9	1	10
Total Workload (Hours)				50
[Total Workload (Hours) / 25*] = ECTS				2
*25 hour workload is accepted as 1 ECTS				

Learning Outcomes

1	To comprehend what quality is and what ways of providing of quality
2	Recognizing the systems of quality management
3	Applying Quality Standards
4	To learn about international excellence awards
5	To have knowledge about corporate culture.

Programme Outcomes (Tourism and Hotel Management)

1	To be able to use a second foreign language at intermediate level
2	To have the ability to use information technologies in the field at a good level.
3	Competence in human relations and behaviors required by tourism industry.
4	To be able to dominate the issues of entrepreneurship and business establishment procedures in the field of accommodation management
5	To have the knowledge and skills required by the profession
6	To have information about equipment and equipment used in accommodation establishments

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	1	1	1	3	2
P3	1	1	1	2	2
P4	3	3	3	3	3
P5	2	2	2	2	2
P6			4	2	

