# AYDIN ADNAN MENDERES UNIVERSITY
## COURSE INFORMATION FORM

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|---|---|---|---|---|---|---|---|
| Course Title | | Total Qualıty Management | | | | | |
| Course Code | | IYO253 | | Couse Level | Short Cycle (Associate's Degree) | | |
| ECTS Credit | 3 | Workload | 72 *(Hours)* | Theory | 2 | Practice | 0 | Laboratory | 0 |
| Objectives of the Course | | The concept of quality , Total Quality Management, Quality Certificates , learning Quality Systems | | | | | |
| Course Content | | In this course the basic concepts related to quality , the development of Total Quality Management , and general information regarding quality system documentation will be discussed in the light of current developments | | | | | |
| Work Placement | | N/A | | | | | |
| Planned Learning Activities and Teaching Methods | | | Explanation (Presentation) | | | | |
| Name of Lecturer(s) | | | | | | | |

## Assessment Methods and Criteria

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

## Recommended or Required Reading

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|---|---|
| 1 | KINGIR Sait,Toplam Kalite Yönetimi (Meslek Yüksek Okulları İçin), Nobel Yayınevi, Ankara, 2006 |

| Week | Weekly Detailed Course Contents | |
|---|---|---|
| 1 | Theoretical | The concept of quality , key factors that make up Quality, Quality Pioneers |
| 2 | Theoretical | Japanese Management, characteristics of Japanese quality control system |
| 3 | Theoretical | Basic Principles of Total Quality Management |
| 4 | Theoretical | Quality Costs, classification of quality cost , quality cost types |
| 5 | Theoretical | Quality Circles |
| 6 | Theoretical | Problem-solving techniques |
| 7 | Theoretical | Quality Education |
| 8 | Theoretical | Establishment of Quality System |
| 9 | Intermediate Exam | Midterm |
| 10 | Theoretical | Quality of information technology systems |
| 11 | Theoretical | Standardization and Quality |
| 12 | Theoretical | ISO 9001 Quality Assurance Systems |
| 13 | Theoretical | Customer relations management |
| 14 | Theoretical | An overview |
| 15 | Final Exam | Final exam |

## Workload Calculation

| Activity | Quantity | Preparation | Duration | Total Workload |
|---|---|---|---|---|
| Lecture - Theory | 14 | 1 | 2 | 42 |
| Midterm Examination | 1 | 12 | 1 | 13 |

| Final Examination | 1 | 16 | 1 | 17 |
|---|---|---|---|---|
| | | | Total Workload (Hours) | 72 |
| | | | [Total Workload (Hours) / 25*] = **ECTS** | 3 |

*\*25 hour workload is accepted as 1 ECTS*

## Learning Outcomes

| 1 | Understanding the Concept of Quality |
|---|---|
| 2 | Coupling the Total Quality Management |
| 3 | Grip the Quality System Documen |
| 4 | To be able to be capable of Customer-oriented thinking. |
| 5 | To be able to be qualified to apply Quality Assurance systems. |

## Programme Outcomes *(Cooperatives)*

| 1 | Define the roblems at micro and macro levels in cooperatives area and gain the ability of solution |
|---|---|
| 2 | Gain the ability of applying accounting transactions in cooperatives and Gain the ability of get and comment of datas in cooperatives area |
| 3 | Gain the ability of executing establishment and functioning of cooperatives and top organizations independently |
| 4 | Gain the ability of create solidarity culture and communication so they can fulfill duties and responsibilities |
| 5 | Gain the abilitiy of applying the knowledges about economics, business, law and communication on cooperatives areas. |
| 6 | Gain the abilitiy of watching, global, internatinal and local cooperatives acts and improvements |

## 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 | 3 | 4 | 4 | 4 | 4 |
| P2 | 4 | 4 | 3 | 3 | 4 |
| P3 | 3 | 4 | 5 | 2 | 4 |
| P4 | 4 | 4 | 4 | 5 | 4 |
| P5 | 3 | 4 | 5 | 4 | 4 |
| P6 | 4 | 4 | 4 | 4 | 4 |