AYDIN ADNAN MENDERES UNIVERSITY
COURSE INFORMATION FORM

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

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 *(Business Administration Management)*

1	Use the economical information obtained in micro and macro scale, in their occupational lives.
2	Use information and communication technologies at the level required by their field.
3	Manage business finance, analyze business financial situation, and solve financial problems.
4	Gain management skill by managing and enhancing human resource effectively in accordance with business aims
5	Understand production and marketing functions as a whole, have proficiency in applying new production and marketing techniques.
6	Have proficiency in calculating cost, making entry, preparing and interpreting financial statements
7	Have proficiency in using business management function and applying and following new management techniques
8	Have proficiency for performing legal responsibilities of business, following and applying legislation
9	Have proficiency in following and applying vocational current and economic developments in national and international area.
10	Take responsibilities as a team member when dealing with issues and problems encountered in practice
11	Have the ability to use the computer and the required packaged software
12	Have the professional ethics in business life and business relations

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	2	5	4	1	3
P2	5	4	2	2	2
P3	3	1	1	3	1
P4	4	2	3	2	1
P5	2	3	5	1	2
P6	1	5	4	3	3
P7	5	4	2	1	2
P8	3	1	1	3	3
P9	4	2	5	2	1
P10	2	5	5	1	1
P11	1	4	1	2	3
P12	5	2	2	3	2