



AYDIN ADNAN MENDERES UNIVERSITY COURSE INFORMATION FORM

Course Title		Total Quality Management							
Course Code		YYÖN263		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 addresses topics related with total quality management (TQM), which is an approach to continually improving quality of the products, services, processes, employees, and environments for maximizing competitiveness of an organization, in detail.							
Course Content		The historical process, the development of quality and quality management, basic concepts, and describe their applications and details.The historical process, the development of quality and quality management, basic concepts, and describe their applications and details .							
Work Placement		N/A							
Planned Learning Activities and Teaching Methods				Explanation (Presentation), Discussion, Case Study					
Name of Lecturer(s)		Lec. Hüseyin Nail AKGÜL							

Assessment Methods and Criteria

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

Recommended or Required Reading

1	J. M., Juran, Quality Control Handbook, McGraw Hill, 1988.
2	Claude W. Burrill and Johannes Ledolter, Achieving Quality Through Continual Improvement John Wiley & Sons, Inc., 1999

Week	Weekly Detailed Course Contents	
1	Theoretical	Introduction to Quality
2	Theoretical	History of Quality Movement
3	Theoretical	The Value of Quality
4	Theoretical	Human and Quality
5	Theoretical	Product, Process and Quality
6	Theoretical	Explaining the Meaning of Quality
7	Intermediate Exam	Midterm exam
8	Theoretical	Preparing of manufacturing process
9	Theoretical	Determination of Requirements Process
10	Theoretical	Desing Process
11	Theoretical	Building of Process
12	Theoretical	Investigation of Process
13	Theoretical	Quality Management System
14	Theoretical	Quality Management System
15	Theoretical	Establishing the Quality Culture
16	Final Exam	Final exam

Workload Calculation

Activity	Quantity	Preparation	Duration	Total Workload
Lecture - Theory	14	0	2	28
Midterm Examination	1	10	1	11
Final Examination	1	10	1	11
Total Workload (Hours)				50
[Total Workload (Hours) / 25*] = ECTS				2
*25 hour workload is accepted as 1 ECTS				



Learning Outcomes

1	To be able to use total quality management terminology Contributions to Program Outcomes a. To be able to define common terminology and concepts used in business administration
2	To be able to define service and production processes Contributions to Program Outcomes a. To be able to define and use common social sciences terminology and concepts used in business administration.
3	3. Relate processes to each other Contribution to Program Outcomes 1. Define and manipulate advanced concepts and common terminology of social sciences Type of Assessment 2. Written exam
4	The philosophy of Total Quality is to define the methods and basic concepts used in development.
5	What is Kaizen? What function does Kaize have on Japanese success?

Programme Outcomes (Local Authorities)

1	Theoretical knowledge in the field of public administration and local governments to use in working life and lifelong learning to be conscious.
2	To have the ability to use the functions of local government, public administration to adapt to contemporary approaches
3	Problems encountered in professional practice to identify, analyze and propose solutions to have the ability to bring.
4	Professional legal regulations to be equipped, and keep track of changes, use the.
5	Local and collective needs, expectations, and to have knowledge about efficient service delivery.
6	urkish political life, political orientations, political power, political culture and to have competence in matters of contemporary political ideologies.
7	Understanding of contemporary urbanism, urban planning, urban land management, housing and environmental issues and policies to be competent.
8	Decentralization, local democracy and civil society to gain competence on a case.
9	Having the necessary values in the field of professional ethics; written-verbal communication and correspondence with the field of information-communication technologies and be able to use.
10	Land use plans, zoning laws and regulations to have knowledge of subjects covered.
11	The process of globalization and the country's internal dynamics, to analyze the process of democratization.
12	The Constitution, fundamental rights and freedoms, civil servants, law and public law legislation have sufficient knowledge about professional ethics.

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

	L1	L2	L3
P1	2	2	2
P5	3	3	3

