



AYDIN ADNAN MENDERES UNIVERSITY COURSE INFORMATION FORM

Course Title		Quality Management Systems							
Course Code		TTI253		Course Level		Short Cycle (Associate's Degree)			
ECTS Credit	2	Workload	50 (<i>Hours</i>)	Theory	2	Practice	0	Laboratory	0
Objectives of the Course		Total Quality consciousness, Total Quality Management principles, know the application steps and to educate students who are knowledgeable about current quality management system standards							
Course Content		At the end of this course students will be able to; 1. Will be able to express basic quality concepts, quality development, dimensions and elements. 2. Will be able to express quality gurus and their contribution to quality. 3. will be able to express the principles of Total Quality Management. 4. Will be able to express the quality responsibilities of the departments in the organization and those in various levels.							
Work Placement		N/A							
Planned Learning Activities and Teaching Methods				Explanation (Presentation), Discussion					
Name of Lecturer(s)									

Assessment Methods and Criteria

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

Recommended or Required Reading

1	Quality Management Systems, Lecture notes
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Week	Weekly Detailed Course Contents	
1	Theoretical	Quality concept
2	Theoretical	Quality concept
3	Theoretical	Standard and standardization
4	Theoretical	Importance of standard in production and service sector
5	Theoretical	Management quality and standards
6	Theoretical	Management quality and standards
7	Theoretical	Environmental standards
8	Intermediate Exam	Midterm
9	Theoretical	Quality management system models
10	Theoretical	Strategic management
11	Theoretical	Participation in management
12	Theoretical	Process management system
13	Theoretical	Resource management system
14	Theoretical	perfection model

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	Will be able to express basic quality concepts, quality development, dimensions and elements.
2	Will be able to express the principles of Total Quality Management
3	Will be able to express the quality responsibilities of the departments in the organization and those in various levels.
4	Applies Quality Standards.
5	Learn the relevant regulations.

Programme Outcomes (Banking and Insurance)

1	To have basic economics knowledge.
2	Having basic law and banking law knowledge in a sufficient level for intermediate members of business life.
3	To have knowledge on the accounting system and organization.
4	To know basic finance and banking information.
5	To know registering of daily fiscal issues.
6	To know financial analysis techniques that is required by business.
7	Having knowledge about job safety, employees' health, environmental protection and quality conscious.
8	To have business management knowledge.
9	Having knowledge of organizational structures of banks.
10	To have basic information about internal, external and public audits in banks.
11	To have knowledge over human resources.
12	Ability to use the methods and techniques of career planning and discussing the effects of character traits on career preferences.
13	Ability to plan a career in their own profession.

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

	L1	L2	L3	L4	L5
P7	5	5	5	5	5

