



AYDIN ADNAN MENDERES UNIVERSITY COURSE INFORMATION FORM

Course Title		Total Quality Management							
Course Code		HİT213		Course Level		Short Cycle (Associate's Degree)			
ECTS Credit	2	Workload	50 (Hours)	Theory	2	Practice	0	Laboratory	0
Objectives of the Course		Total Quality-conscious, Total Quality Management principles, knows the application steps and processes that implement the business today is to educate students who are knowledgeable about the current quality management system standards							
Course Content		Competition and quality concepts, and quality of the historical development of quality gurus, Philosophy and Principles of Total Quality Management, quality culture in organizations and activities, the responsibilities of quality, continuous improvement (Kaizen), quality costs, Total Quality Management, Suppliers, EFQM Excellence Model, Quality Management Systems, ISO 9000, ISO 14000, ISO 27000, OHSAS 18000, SA: 8000 Standards							
Work Placement		N/A							
Planned Learning Activities and Teaching Methods				Explanation (Presentation)					
Name of Lecturer(s)		Ins. Nupel AZİZOĞLU PALABIYIK							

Assessment Methods and Criteria

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

Recommended or Required Reading

1	Toplam Kalite Yönetimi, İbrahim Kavrakoglu, Kalder Yayını, 1996.
2	Toplam Kalite Yönetim-Kurma İlkeler, Uygulamalar, Hasan Şimşek, Seçkin Yayıncılık, 2007.

Week	Weekly Detailed Course Contents	
1	Theoretical	The concept of quality and general definitions, historical development of quality, quality gurus
2	Theoretical	Total Quality Management and Policy (Process Approach, continuous improvement (Kaizen))
3	Theoretical	Principles of Total Quality Management (Leadership, Total Participation)
4	Theoretical	Total Quality Management and its principles (Suppliers and Cooperation, Customer Focus)
5	Theoretical	The quality culture in organizations and quality responsibilities in activities
6	Theoretical	TQM Implementation Steps, Quality (dis) Cost
7	Theoretical	Total Productive Maintenance
8	Theoretical	SA 8000 Social Responsibility Standard
9	Theoretical	Standard Definition, types and importance of standardization
10	Theoretical	TS-EN-ISO 9000:2000 Quality Management System Standard
11	Theoretical	EFQM Excellence Model and Self-Assessment
12	Theoretical	TS-EN-ISO 14000 Environmental Management System Standard
13	Theoretical	TS-EN-ISO 27000 Standard for Information Management
14	Theoretical	Occupational Safety and OHSAS 18001 Occupational Health and Safety Management System

Workload Calculation

Activity	Quantity	Preparation	Duration	Total Workload
Lecture - Theory	14	1	2	42
Midterm Examination	1	3	1	4
Final Examination	1	3	1	4
Total Workload (Hours)				50
[Total Workload (Hours) / 25*] = ECTS				2

*25 hour workload is accepted as 1 ECTS



Learning Outcomes

1	to know the basic quality concepts, quality development, dimensions and components
2	•to know quality gurus and their contribution to the quality
3	to know Total Quality Management and its principles
4	to know Total Quality Management application phases
5	Standard definition, types, and be able to distinguish between the concepts of standardization

Programme Outcomes (Public Relations and Publicity)

1	To gain the skills of interdisciplinary group work
2	To acquire the abilities of understanding and expressing yourself.
3	To acquire ability of Project design, execution and evaluation in terms strategic communication.
4	To obey the ethic rules in applications of public relations and to gain social responsibility awareness.
5	To improve written and oral communication skills.
6	To help understand the global and social effects of communication occupation.
7	To get information about current events and analyze them within the scope of communication occupation.
8	To benefit from new media and communication technologies.
9	To provide the ability for analyzing different communication systems with an integrated approach.
10	To be aware of his own qualification in the studies of public relations and advertising.
11	To gain the basic occupational knowledge related to the public relation management.
12	Ability to use the methods and techniques of career planning and discussing the effects of character traits on career preferences.

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

	L1	L3
P1	4	5
P2	4	5
P3	4	5
P4	5	5
P5	5	5
P6	5	5
P7	5	5
P8	5	5
P9	5	5
P10	5	5
P11	5	5

