AYDIN ADNAN MENDERES UNIVERSITY
COURSE INFORMATION FORM

Course Title	Quality Management Systems						
Course Code	TRZM242		Couse Level	Short Cycle (Associate's Degree)			
ECTS Credit	3	Workload	75 *(Hours)*	Theory	2	Practice	0	Laboratory	0
Objectives of the Course	In this course; The aim of this course is to gain the application competencies of quality management systems.						
Course Content	Quality, Standard and Standardization, Importance of Standards, Management Quality and Standards, Environmental Standards						
Work Placement	N/A						
Planned Learning Activities and Teaching Methods			Explanation (Presentation), Individual Study				
Name of Lecturer(s)	Prof. Pınar ALTIOK GÜREL						

Assessment Methods and Criteria

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

Recommended or Required Reading

1	Ders Kitabı ve Ders Notları
2	Toplam Kalite Yönetimi - Prof. Dr. Muhsin Halis

Week	Weekly Detailed Course Contents	
1	Theoretical	The concept of quality
2	Theoretical	Conceptual development of quality
3	Theoretical	Quality pioneers and their work
4	Theoretical	Standards and standardization
5	Theoretical	The importance of the standard manufacturing and service sectors
6	Theoretical	Management quality and standards
7	Theoretical	Management quality and standards, environmental standards
8	Theoretical	Quality management systems and practices
9	Theoretical	Environmental standards - Quality management system models
10	Theoretical	Quality management system models - Strategic management
11	Theoretical	Strategic management
12	Theoretical	Participation in management
13	Theoretical	Process management system
14	Theoretical	Resource management system
15	Theoretical	EFQM excellence model
16	Final Exam	Final Exam

Workload Calculation

Activity	Quantity	Preparation	Duration	Total Workload
Lecture - Theory	14	1	2	42
Term Project	1	10	1	11
Midterm Examination	1	10	1	11
Final Examination	1	10	1	11
			Total Workload (Hours)	75
		[Total Workload (Hours) / 25*] = **ECTS**		3

25 hour workload is accepted as 1 ECTS

Learning Outcomes

1	Having knowledge about quality and quality practices

2	Quality Management System to Build Infrastructure
3	Know the scope of its quality management system
4	Implement Quality Standards
5	To comprehend quality management system models

Programme Outcomes *(Tourism and Hotel Management)*

1	
2	
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11	

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

	L1
P1	5