



**AYDIN ADNAN MENDERES UNIVERSITY  
SULTANHISAR VOCATIONAL SCHOOL  
MANAGEMENT AND ORGANIZATION  
BUSINESS ADMINISTRATION MANAGEMENT  
COURSE INFORMATION FORM**

Course Title	Total Quality Management								
Course Code	İKY115			Course Level		Short Cycle (Associate's Degree)			
ECTS Credit	3	Workload	75 (Hours)	Theory	3	Practice	0	Laboratory	0
Objectives of the Course	Qualifiednesses of quality management systems learnings were purposed for the lesson								
Course Content	Identifying quality word, standarts and standardization, strategic management workflow management related subjects have been given to students for this class								
Work Placement	Students must have to complete their internship within the required time and properties. The required rules are describes at the Adnan Menderes University, Sultanhisar Vocational School, Student Internship Instructions.								
Planned Learning Activities and Teaching Methods	Explanation (Presentation), Discussion, Case Study, Individual Study								
Name of Lecturer(s)	Ins. Alper Turan DEVLİ, Ins. Berna GÜNDEN								

#### Assessment Methods and Criteria

Method	Quantity	Percentage (%)
Midterm Examination	1	40
Final Examination	1	60

#### Recommended or Required Reading

1	Çağlar, İ ve Sabiha Kılıç, 2006. Kalite Güvencesi ve Standartları, Nobel Yayın Dağıtım, Ankara, 2006
2	Kölük, N., Dilsiz, İ. ve Kartal, C. S., 2010. Kalite Güvencesi ve Standartları, Detay Yayıncılık
3	Lecturer notes

Week	Weekly Detailed Course Contents	
1	Theoretical	Concepts of Quality
2	Theoretical	Concepts of Quality, Standarts and standardization
3	Theoretical	Standarts and standardization
4	Theoretical	Importance of standardization at work organizations
5	Theoretical	Management quality and standarts
6	Theoretical	Management quality and standarts, Environmental standards
7	Theoretical	Environmental standards
8	Intermediate Exam	Midterm
9	Theoretical	Samples of quality management system
10	Theoretical	Samples of quality management system, Strategic management
11	Theoretical	Strategic management
12	Theoretical	Participation to management
13	Theoretical	Workflow management
14	Theoretical	Material management system
15	Theoretical	Models of excellency of Efqm
16	Final Exam	Final Term

#### Workload Calculation

Activity	Quantity	Preparation	Duration	Total Workload
Lecture - Theory	14	0	3	42
Midterm Examination	1	12	1	13
Final Examination	1	19	1	20
Total Workload (Hours)				75
[Total Workload (Hours) / 25*] = ECTS				3

\*25 hour workload is accepted as 1 ECTS



**Learning Outcomes**

1	Learning of quality Word
2	Learning of standarts and standardization
3	Learning fundamentals of quality management system
4	Learning quality standards
5	Learning strategic management
6	Learning material management
7	Learning workflow management

**Programme Outcomes** (*Business Administration Management*)

1	Define their fundamental information and capabilities related to the Business management.
2	Command on the management functions and accounting practices theoretically and will be able to implement them practically.
3	Determine managerial/structural/legal components required to found an effective business.
4	Shall dissolve financial situation of business on basic level.
5	Use the economical information obtained in micro and macro scale, in their occupational lives.
6	Implement the developed package programs together with the fundamental information technologies related to their field.
7	Have the professional ethics in business life and business relations.
8	Reveal office order, working conditions, ability of coherence to the team work in business establishment
9	Develop an awareness for the need for life long learning
10	To follow national and international contemporary issues
11	To become sensitive to Atatürk's principles and reforms, the right to use the Turkish language, the official correspondence of the basic ability to have the ability and understanding related to the field of foreign terms

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

	L1	L2	L3
P2	4	4	4
P3	5	5	5
P4	4	4	4
P8	5	5	5
P9	5	5	

