



## 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
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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	To know the concept of tourism management well and to adapt the areas of economy, accounting, finance, management, marketing, human resources to the tourism sector.
2	To have knowledge of the tourism sector and the accommodation, food and beverage, travel, transportation, entertainment and other businesses that constitute the sub-industry of tourism.
3	To have knowledge about the coordination and integration of sub-industries of the tourism sector. To adsorb the communication and coordination between hotel departments.
4	To follow the developments in the tourism sector and to renew himself/herself.
5	To know the legislation about the structure and operation of the tourism sector. To have knowledge about the legal regulations regarding tourism businesses and tourism types.
6	To have detailed information about accommodation businesses and to learn the basic areas of hotel management (front office, housekeeping, food and beverage services, entertainment services).
7	To be able to communicate with guests in written and verbal and to have the power of persuasion. To have knowledge about sales and marketing and to have the ability to persuade.
8	To have basic computer knowledge and ability to use related programs. To have knowledge about software used in the hospitality industry.
9	To learn about Atatürk's principles and reforms. To have knowledge about history and geography. To have enough knowledge about the geography of Turkey and world tourism.
10	To have sufficient degree knowledge of English (reading, writing, listening and speaking). To be able to communicate with guests in English (written and verbal).
11	To have detailed information about occupational health and safety. To know well the legislation determined within the scope of occupational health and safety and to follow the developments.
12	To be able to produce ideas about the solution of business or guest problems and apply them.
13	To adopt the company she/he works, to fulfill his responsibilities and to be prone to teamwork. To fulfill the requirements of the department she/he works. To act in accordance with the hierarchical order of tourism businesses.

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

	L1	L2	L3	L4	L5
P1	5	5	5	5	5
P2	5	5	5	5	5
P3	5	5	5	5	5
P4	5	5	5	5	5

