



AYDIN ADNAN MENDERES UNIVERSITY COURSE INFORMATION FORM

Course Title		Total Quality Management							
Course Code		İK303		Course Level		First Cycle (Bachelor's Degree)			
ECTS Credit	6	Workload	151 (<i>Hours</i>)	Theory	3	Practice	0	Laboratory	0
Objectives of the Course		The objectives of this course is to introduce the main principles of business and social excellence, to generate knowledge and skills of students to use models and quality management methodology for the implementation of total quality management in any sphere of business and public sector.							
Course Content		The Historical Evaluation and Development Process of Total Quality...							
Work Placement		N/A							
Planned Learning Activities and Teaching Methods				Explanation (Presentation), Discussion, Individual Study					
Name of Lecturer(s)									

Assessment Methods and Criteria

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

Recommended or Required Reading

1	M. ÖZEVREN, Toplam Kalite Yönetimi, Alfa Basım Yayım, İstanbul, 1997.
---	---

Week	Weekly Detailed Course Contents	
1	Theoretical	Quality and General Terms
2	Theoretical	Historical Development of Total Quality Management
3	Theoretical	Quality Control, Quality Assurance, Total Quality Management (TQM)
4	Theoretical	Customer Focus
5	Theoretical	Participation, Leadership
6	Theoretical	Factors Affecting Quality
7	Theoretical	Factors Affecting Quality
8	Theoretical	Process Management
9	Intermediate Exam	Midterms
10	Intermediate Exam	Midterms
11	Theoretical	Constant Recruitment
12	Theoretical	Team Work
13	Theoretical	Application Process of Total Quality Management
14	Theoretical	TQM Implementations in Turkey
15	Theoretical	Course Review

Workload Calculation

Activity	Quantity	Preparation	Duration	Total Workload
Lecture - Theory	13	2	3	65
Individual Work	13	0	3	39
Midterm Examination	1	20	1	21
Final Examination	1	25	1	26
Total Workload (Hours)				151
[Total Workload (Hours) / 25*] = ECTS				6

*25 hour workload is accepted as 1 ECTS

Learning Outcomes

1	Learning quality and the history of quality.
2	Obtaining knowledge about factors affecting quality.
3	Learning quality groups and their contribution to quality.



4	Understanding TQM principles.
5	Gains the ability to develop solutions to problems through quality management techniques.

Programme Outcomes (Human Resources Management)

1	Having adequate scientific knowledge of Human Resources Management, basic business concepts and other social sciences
2	Thinking critically and analytically
3	Having knowledge of communication and information technologies
4	In-depth understanding of the research process and application of a range of research techniques into studies, researches and projects
5	In-depth understanding of usage of Human Resources Management and other social sciences theoretical and applied knowledge together.
6	Ability to interpret basic Business concepts from Human Resource Management perspective
7	Ability to implement basic HRM responsibilities in institutions such as HR Planning and staffing, labor relations, occupational healthy and safety, training planning, performance and rewards management, career planning, employment and interview techniques and legal HR issues
8	Implementing quality process approach into HRM process by considering institutional development, internal and external customer satisfaction; in case of need, having sense of responsibility making contribution for problem solving and continuous development and process excellence ability by problem identification, goal setting, reorganisation and change management skills
9	Management of resources and assets by considering budgetary, financial and legal issues; management of projects/operations with the ability of planning, implementation, and auditing; Having skills on management of self and other people
10	Enriching result oriented working approach with continuous learning approach
11	Strong oral and written communication skills and ability to present ideas and information effectively
12	Monitor and communicate with colleagues in a foreign language using at least the European Language Portfolio B1 General Level
13	Ability to work with people of various cultural and educational background by valuing team work, developing empathy and listening skills
14	Being conscious on social, academic and professional ethical values
15	Development of critical theoretical appreciation of 'how', 'why' and 'where' HRM contributes to and supports employee and societal development, and implementing these approach for applied and graduate projects and working life

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

	L1	L2	L3	L4
P3	3	2	1	3
P4	3	3	1	3
P5	3	3	1	1
P6	3	1	1	1
P8	3	3	3	1
P12	4	4	3	1
P13	3	3	1	1

