



AYDIN ADNAN MENDERES UNIVERSITY COURSE INFORMATION FORM

Course Title		Quality Management Systems							
Course Code		BYY210		Course Level		Short Cycle (Associate's Degree)			
ECTS Credit	2	Workload	50 (Hours)	Theory	2	Practice	0	Laboratory	0
Objectives of the Course		This derste; to gain the application qualifications of quality management systems.							
Course Content		Definition of quality, standard and standardization, strategic management and process management are given.							
Work Placement		N/A							
Planned Learning Activities and Teaching Methods				Explanation (Presentation), Discussion, Individual Study					
Name of Lecturer(s)		Ins. Gültekin BAYSAL							

Assessment Methods and Criteria

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

Recommended or Required Reading

1	Çağlar, İ and Sabiha Kılıç, 2006. Quality Assurance and Standards, Nobel Publication Distribution, Ankara, 2006.
2	Kölük, N., Dilsiz, İ. and Kartal, C. S., 2010. Quality Assurance and Standards, Detay Publishing.
3	Teaching staff lecture notes.

Week	Weekly Detailed Course Contents	
1	Theoretical	The concept of quality
2	Theoretical	Standards and standardization
3	Theoretical	Standards and standardization
4	Theoretical	The importance of standards in the production and service sector
5	Theoretical	Management quality and standards
6	Theoretical	Management quality and standards
7	Theoretical	Enviromentals standards
8	Theoretical	Enviromentals standards
9	Theoretical	Quality management systems models
10	Theoretical	Quality management systems models
11	Theoretical	Strategic management
12	Theoretical	Codetermination
13	Theoretical	Process management system
14	Theoretical	Resource management system
15	Theoretical	Resource management system
16	Final Exam	Semester final exam

Workload Calculation

Activity	Quantity	Preparation	Duration	Total Workload
Lecture - Theory	14	0	2	28
Assignment	10	0	1	10
Midterm Examination	1	5	1	6
Final Examination	1	5	1	6
Total Workload (Hours)				50
[Total Workload (Hours) / 25*] = ECTS				2

*25 hour workload is accepted as 1 ECTS



Learning Outcomes

1	To learn the definition of quality.
2	To learn standard and standardization.
3	To learn Infrastructure of Quality Management System.
4	Learn Quality Standards.
5	Understanding Quality Processes.

Programme Outcomes (Call Center Services)

1	Ability to use information and communication technology tools and other professional tools and techniques
2	Ability to plan and implement professional processes
3	Foreign language communication skills
4	Professional confidence
5	Entrepreneurship Skills
6	Ability to use theoretical domain knowledge in practice
7	Ability to manage a process to meet requirements
8	Work skills in teams, including interdisciplinary
9	Ability to identify and solve problems in professional practice
10	Professional ethics and accountability

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

	L1
P1	3
P2	3
P4	3
P5	3
P6	3
P7	3
P8	3
P9	3
P10	3

