



## AYDIN ADNAN MENDERES UNIVERSITY COURSE INFORMATION FORM

Course Title	Quality Management in Hospitality Managements								
Course Code	THM224	Course Level			Short Cycle (Associate's Degree)				
ECTS Credit	2	Workload	50 (Hours)	Theory	2	Practice	0	Laboratory	0
Objectives of the Course	This course intends to get the students know about Quality Management Systems applied at businesses.								
Course Content	This course contains the concepts of quality, standard and standardisation, quality management standards and system models, food security management standards, environment standards, strategic management and models.								
Work Placement	N/A								
Planned Learning Activities and Teaching Methods	Explanation (Presentation), Discussion, Case Study, Individual Study								
Name of Lecturer(s)	Ins. Hasan KAMACI								

Assessment Methods and Criteria		
Method	Quantity	Percentage (%)
Midterm Examination	1	40
Final Examination	1	60

Recommended or Required Reading	
1	Tuna, M. ve Güler, İ. (2012) Kalite Yönetim Sistemleri. Detay Yayıncılık: Ankara.
2	Buzlu, H. B. (2011) Kalite Yönetim Sistemleri. Zeus Kitabevi: İzmir.

Week	Weekly Detailed Course Contents & Teaching Methods	
1	Theoretical	The concept "quality"
2	Theoretical	The concept "quality"
3	Theoretical	Standard and standardisation
4	Theoretical	Total quality management
5	Theoretical	The systems of quality management
6	Theoretical	The systems of quality management
7	Theoretical	Quality control and quality circles
8	Theoretical	General Review/ Midterm Exam
9	Theoretical	Strategic management
10	Theoretical	Strategic management
11	Theoretical	Process management
12	Theoretical	Resource management
13	Theoretical	Benchmarking in quality
14	Theoretical	The models of eqm perfection
15	Final Exam	Final Exam

Workload Calculation				
Activity	Quantity	Preparation	Duration	Total Workload
Lecture - Theory	14	0	2	28
Reading	4	1	0	4
Midterm Examination	1	7	1	8
Final Examination	1	9	1	10
Total Workload (Hours)				50
[Total Workload (Hours) / 25*] = ECTS				2

\*25 hour workload is accepted as 1 ECTS

Learning Outcomes	
1	To comprehend what quality is and what ways of providing of quality
2	Recognizing the systems of quality management
3	Applying Quality Standards



4	To learn about international excellence awards
5	To have knowledge about corporate culture.

