



AYDIN ADNAN MENDERES UNIVERSITY COURSE INFORMATION FORM

Course Title		Total Quality Management							
Course Code		ÜKK106		Course Level		Short Cycle (Associate's Degree)			
ECTS Credit	4	Workload	100 (<i>Hours</i>)	Theory	3	Practice	1	Laboratory	0
Objectives of the Course		To prevent wastefulness, to increase productivity, to improve and improve quality continuously, to gain the competencies to reduce costs.							
Course Content		Quality concept, historical development. Necessary stages in achieving quality. What is total quality and tky, historical development, items. Impact on increasing competitiveness. Quality control circles. Creation and interpretation of quality control diagrams. Performance evaluation. Characteristics of performance system. Tky methods. Iso 9000: 2000 revision, benefits. Iso 9000: 1994 quality assurance system comparison.							
Work Placement		N/A							
Planned Learning Activities and Teaching Methods				Explanation (Presentation), Discussion, Case Study					
Name of Lecturer(s)		Ins. Evrim ÇEVİK							

Assessment Methods and Criteria

Method	Quantity	Percentage (%)
Midterm Examination	1	40
Final Examination	1	40
Assignment	1	20

Recommended or Required Reading

1	Lecture Notes
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Week	Weekly Detailed Course Contents	
1	Theoretical	Quality concept, historical development of quality
2	Theoretical	Necessary steps to achieve quality
3	Theoretical	Total Quality and TQM, historical development, elements
4	Theoretical	Total Quality and TQM, historical development, elements
5	Theoretical	The effect of increasing the competitiveness, classical management (Taylor Model) principles of total quality management differences
6	Theoretical	Total quality management: quality control circles
7	Theoretical	Total quality management: quality control circles
8	Theoretical	Establishment and interpretation of quality control diagrams
9	Theoretical	Performance evaluation
10	Theoretical	Performance system features
11	Theoretical	TQM Methods (Brainstorm TQM Circles, TQM Statistics)
12	Theoretical	TQM Methods (Brainstorm TQM Circles, TQM Statistics)
13	Theoretical	ISO 9000: 2000 revision, benefits
14	Theoretical	ISO 9000: 1994 quality assurance system comparison
15	Theoretical	Quality concept, historical development of quality
16	Final Exam	Semester final exam

Workload Calculation

Activity	Quantity	Preparation	Duration	Total Workload
Lecture - Theory	14	0	3	42
Assignment	2	7	16	46
Midterm Examination	1	5	1	6



Final Examination	1	5	1	6
Total Workload (Hours)				100
[Total Workload (Hours) / 25*] = ECTS				4
*25 hour workload is accepted as 1 ECTS				

Learning Outcomes

1	At the end of the course the student; will be able to explain the concept of quality.
2	will be able to explain the necessary steps to reach quality.
3	will be able to define total quality.
4	Will be able to know the effect of quality towards increasing competitiveness.
5	will be able to explain the differences between classical management and contemporary management.

Programme Outcomes (Quality Control in Production)

1	To be able to be bounded to the Atatürk nationalism, adopted to the national, ethic, spiritual and cultural value of the Turkish Nation, opened to the universal and modern development, adopted the richness, deep seated and productive properties of the Turkish language, having language sympathy and awareness, having reading pleasure and habit and having sufficient foreign language for their vocational necessities, In the directions of the Atatürk Principles and Revolutions,
2	To be able to comprehend social, cultural and societal responsibility and keep up with national and international up contemporary issues and developments.
3	Utilizes together mathematics, science and theoretical and applied knowledge in their field for engineering solutions.
4	Determines, identifies formulates and solves the problems. For this purpose selects and applies analytical methods and modeling techniques.
5	Selects and utilizes the necessary modern techniques and equipment for industrial applications.
6	Designs and performs experiments, collects data and analyzes and elaborates results.
7	Works effectively as an individual or in multidisciplinary teams.
8	Collects information and makes literature survey for this purpose, utilizes databases and other information sources.
9	Be aware of lifelong learning; follows the developments in science and technology and continuously renews himself.
10	Analyzes and designs under realistic constraints a system, a system component or a process for meeting the required needs, for this purpose applies modern design methods.
11	Acquires professionalism and ethical responsibility in the profession.
12	Communicates by using technical drawing and manufacturing knowledge.
13	Be aware of the universal and social effects of industrial solutions and applications; is aware of entrepreneurship and innovation and has idea about the problems of the era.
14	Has knowledge about quality assurance and standardization and possess skills of execution of operations. In the same time, has the professional and ethical responsibility.
15	Is conscious of project management, business administration, health of the workers, environment and work safety; is aware of the legal consequences of industrial applications.

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

	L1	L2	L3	L4	L5
P2					4
P4	3	3			
P5	1				
P7	3				
P8	2		3	3	3
P9	2			3	
P10					2
P11	2	2			
P13		2		3	
P14	4	4	5	4	3

