



AYDIN ADNAN MENDERES UNIVERSITY COURSE INFORMATION FORM

Course Title		Quality Management Systems							
Course Code		IYO252		Course Level		Short Cycle (Associate's Degree)			
ECTS Credit	3	Workload	72 (Hours)	Theory	2	Practice	0	Laboratory	0
Objectives of the Course		In this course ; It aimed to gain proficiency in the application of quality management systems .							
Course Content		The concept of Standards and standardization of quality standards of production and the importance of the service sector management quality standards, environmental standards and quality management system model to join the Strategic Management Process management system management resource management system EFQM excellence model							
Work Placement		N/A							
Planned Learning Activities and Teaching Methods				Explanation (Presentation)					
Name of Lecturer(s)									

Assessment Methods and Criteria

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

Recommended or Required Reading

1	KÖLÜK, Nihat, İ. Dilsiz, C. Kartal; Kalite Güvencesi ve Standartları, Detay Yayıncılık, Ankara, 2010
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Week	Weekly Detailed Course Contents	
1	Theoretical	The concept of quality
2	Theoretical	The concept of quality , standards and standardization
3	Theoretical	Standards and standardization
4	Theoretical	The importance of the standard manufacturing and service sectors
5	Theoretical	Management quality and standards
6	Theoretical	Management quality standards and environmental standards
7	Theoretical	Environmental standards
8	Theoretical	Quality management system models
9	Intermediate Exam	Midterm
10	Theoretical	strategic management
11	Theoretical	Participation in management
12	Theoretical	Process management system
13	Theoretical	Resource management system
14	Theoretical	EFQM excellence model
15	Final Exam	Final exam



Workload Calculation

Activity	Quantity	Preparation	Duration	Total Workload
Lecture - Theory	14	1	2	42
Midterm Examination	1	12	1	13
Final Examination	1	16	1	17
Total Workload (Hours)				72
[Total Workload (Hours) / 25*] = ECTS				3

*25 hour workload is accepted as 1 ECTS

Learning Outcomes

1	Explain the definition and concepts about quality management.
2	Quality can apply Standard
3	You can create the infrastructure of the Quality Management System
4	Interpret and differentiate relations between quality processes.
5	Evaluate total quality management system with the understanding of continuous development and improvement in public administration field.

