AYDIN ADNAN MENDERES UNIVERSITY
COURSE INFORMATION FORM

Course Title	Quality Of management systems								
Course Code	MUH273		Couse Level	Short Cycle (Associate's Degree)					
ECTS Credit	3	Workload	75 *(Hours)*	Theory	2	Practice	0	Laboratory	0
Objectives of the Course	National and international standarts about quality management.								
Course Content	İdentification of the basic processes of the interprises,enviranmental safety, etc giving information on issues, the introduction of national and related organisations.								
Work Placement	N/A								
Planned Learning Activities and Teaching Methods	Explanation (Presentation), Discussion								
Name of Lecturer(s)	Ins. Erhan KOCA								

Assessment Methods and Criteria		
Method	Quantity	Percentage (%)
Midterm Examination	1	40
Final Examination	1	70

Recommended or Required Reading	
1	ISO 9001-2008 Basic Quality Management Handbook.

Week	Weekly Detailed Course Contents	
1	Theoretical	General concepts about the concepts of busines
2	Theoretical	management concepts and processes
3	Theoretical	Strategic management
4	Theoretical	Organizational culture
5	Theoretical	Quality Management Systems Standard and standardization
6	Theoretical	The importance of the standard in the production and service sector
7	Theoretical	Determination of the processes in interprises
8	Intermediate Exam	Midterm Exam
9	Theoretical	The creation of quality management handbook.
10	Theoretical	The creation of quality management handbook.
11	Theoretical	General principles of ISO 9001-2008
12	Theoretical	Quality management system models
13	Theoretical	Quality management system models
14	Theoretical	Processes Control
15	Theoretical	Audit results and reports
16	Final Exam	The Final Exam

Workload Calculation				
Activity	Quantity	Preparation	Duration	Total Workload
Lecture - Theory	2	0	14	28
Midterm Examination	1	7	1	8
Final Examination	1	14	25	39
			Total Workload (Hours)	75
			[Total Workload (Hours) / 25*] = **ECTS**	3
**25 hour workload is accepted as 1 ECTS*				

Learning Outcomes	
1	Basic concepts related to businesses and goverment.
2	İnformation about compliance with the quality management system of activities.
3	He knows the basic quality standarts and procedures.
4	For information about all of the business processes and control.

5	.

Programme Outcomes *(Banking and Insurance)*	
1	Gain practical skills in mathematics and social studies business problems
2	Professional and ethical responsibility to win
3	Business and other disciplines in the area of individual and ability to work effectively within a team
4	Apply the principles and processes related to the services offered by commercial banks.
5	To have the necessary theoretical knowledge for the realization of marketing and financing activities in the field of Banking and Insurance.
6	Can make bank and insurance accounting
7	Gains the ability to make economic analysis.
8	Have the ability to recognize, edit and store documents used in commercial life.

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

	L1	L2	L3	L4	L5
P1	5	4	5	4	5
P2	4	4	4	5	4
P3	5	4	5	4	5
P4	4	4	3	5	3
P5	5	3	4	4	4
P6	4	5	5	5	5
P7	2	4	4	5	4
P8	4	3	3	4	3