AYDIN ADNAN MENDERES UNIVERSITY
COURSE INFORMATION FORM

Course Title		Quality Management							
Course Code		MCE572		Couse Level		Second Cycle (Master's Degree)			
ECTS Credit	8	Workload	195 *(Hours)*	Theory	3	Practice	0	Laboratory	0
Objectives of the Course		This course is designed to give learners fundamentals of Quality Management with emphasis on contemporary quality planning, control and management approaches, implementations and criticisms.							
Course Content		This course examines (1) the primary tools and methods used to monitor and control quality in organizations and (2) the ways in which quality can be improved. Included in the course are such topics as the historical development of quality management, basic tools for quality improvement, and management strategies for implementing world class quality improvement strategies. Emphasis is also given to control chart analysis and process capability study.							
Work Placement		N/A							
Planned Learning Activities and Teaching Methods				Explanation (Presentation), Discussion, Individual Study, Problem Solving					
Name of Lecturer(s)									

Assessment Methods and Criteria		
Method	Quantity	Percentage (%)
Midterm Examination	2	30
Final Examination	1	30
Project	1	40

Recommended or Required Reading	
1	Goetsch, D.L. and Davis, S.B. Quality Management, Prentice Hall, 2006
2	David L. Goetsch and Stanley Davis. Quality Management for Organizational Excellence: Introduction to Total Quality. 6th edition.?Publisher: Prentice Hall? ISBN-10: 0135019672 ISBN-13: 9780135019672
3	Hoyle, D. Quality Management Essentials, Elsevier, 2007
4	Evans, J.R., Quality and Performance Excellence: Management, Organization and Strategy, Thomson South-Western, 2007
5	Summers, D.C.S., Six Sigma: Basic Tools and Techniques, Upper Saddle River, N.J. : Pearson/Prentice Hall, 2007
6	Taghizadegan, S., Essentials of Lean Six Sigma, Burlington, MA: Butterworth-Heinemann, 2006
7	Morgan, J.M and Liker, J. K., The Toyota Product Development System: integrating people, process and technology, New York: Productivity Press, 2006
8	Liker, J.K., The Toyota way: 14 management principles from the world's greatest manufacturer, New York: McGraw-Hill, 2004.
9	Gryna, F. M., Quality planning and analysis: from product development through use, Boston: McGraw-Hill, 2001
10	Peach, R.W., Ritter, D.S., The Memory Jogger 9000, Massachusetts: GOAL/QPC, 1996
11	Kolarik, W. J. Creating Quality: Concepts, Systems, Strategies, and Tools, New York: McGraw-Hill, Inc. 1995
12	The Team Memory Jogger, Massachusetts: GOAL/QPC, Joiner Associates, Inc., 1995
13	Brassard, M., Ritter, D.S., The Memory Jogger II, Massachusetts: GOAL/QPC, 1994
14	Evans, J.R., Lindsay, W.M., The Management and Control of Quality, West Pub. Co., 1993
15	Logothetis, N., Managing For Total Quality: From Deming to Taguchi and SPC, NY: Prentice Hall, 1992
16	Ciampa, D., Total Quality: A User’s Guide for Implementation, Reading, Mass.: Addison- Wesley, 1992
17	Teboul, J., Managing Quality Dynamics, Englewood Cliffs, N.J.: Prentice Hall, 1991
18	Crosby, P.B., Let’s Talk Quality: 96 Questions You Always Wanted to Ask, New York: Penguin Books, 1990
19	Covey, S.R., The 8th Habit: From Effectiveness to Greatness, Running Press Book Publishers, 2006
20	Covey, S.R., The 7 Habits of Highly Effective People, Simon & Schuster, 1989
21	Scholtes, P.R., The Team Handbook, Joiner Associates Inc., 1988
22	Crosby, P.B., Quality Without Tears: The Art of Hassle-Free Management, New York: Plume Book, 1984

Week	Weekly Detailed Course Contents	
1	Theoretical	Introduction to Quality Concept
2	Theoretical	Quality and Global Competitiveness.
3	Theoretical	Strategic Management
4	Theoretical	Quality Management
5	Theoretical	Customer Satisfaction

6	Theoretical	Employee Empowerment
7	Theoretical	Effective Communication
8	Theoretical	ISO 9000/Total Quality
9	Theoretical	Total Quality Tools
10	Theoretical	Problem Solving
11	Theoretical	Quality through improvement: Six sigma, lean six sigma, kaizen, 5S, SPC
12	Theoretical	Quality through planning and design: QFD, policy deployment, design for six sigma
13	Theoretical	Quality through innovation: TRIZ
14	Theoretical	Quality through IT: CRM Project presentations
15	Theoretical	Review
16	Final Exam	Final exam

Workload Calculation

Activity	Quantity	Preparation	Duration	Total Workload
Lecture - Theory	14	5	3	112
Project	1	25	3	28
Midterm Examination	2	16	2	36
Final Examination	1	16	3	19
			Total Workload (Hours)	195
			[Total Workload (Hours) / 25*] = **ECTS**	8

**25 hour workload is accepted as 1 ECTS*

Learning Outcomes

1	Identify concepts of quality management and improvement
2	Develop an understanding of the role of technology, managers, employees, and ?customers in developing a quality-based workplace
3	Develop abilities to apply tools and techniques of Total Quality Improvement including, statistical process control, control charts, and quality function deployment techniques
4	Demonstrate an ability to utilize data gathering and analysis tools as related to process control and process capability
5	Identify current trends and benchmark organizations related to Quality Management
6	Understand the ethical issues as related to quality of services and products

Programme Outcomes *(Civil Engineering (English) Master)*

1	To be able to develop expertise knowledge in a civil engineering area founded on their graduate competence.
2	To be able to use the theoretical and practical expertise knowledge gained in their specialty area.
3	To be able to use the information, problem solving and / or practical skills from the field, in interdisciplinary studies.
4	To be able to create new knowledge by integrating their knowledge area with the knowledge coming from different disciplines; and solve problems that need expertise by using scientific research methods
5	To be able to solve the problems related to his/her area by using appropriate research methods
6	To be able to devise a problem in their specialty area, develop a solution methodology, solve the problem, and interpret the results and take action if necessary
7	To be able to criticize the knowledge in their specialty area, guide the learning process, and independently direct high level studies
8	To be able to systematically communicate the recent developments in their specialty area and their own studies to groups both inside and outside their specialty area, orally, in writing and visually
9	To be able to use computer software at a level required by their specialty area with drawing upon information and communication technology at a high level
10	To be able to introduce scientific, technological, social and cultural advancements in the field of civil engineering and to contribute to the process of being an information of the society and to sustain it.
11	To be conscious of professional and ethical responsibility and contribute to the establishment of this consciousness.
12	To be able to protect social, scientific, and ethical values during collection, interpretation, and dissemination stages of the data associated with their specialty area; instruct and supervise these values
13	To be able to use at least one foreign language in a level to follow current developments related to the field.

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

	L1	L2	L3	L4	L5	L6
P1	5	4	5	4	5	4

P2	4	5	4	5	4	5
P3	5	4	5	4	5	4
P4	4	5	4	5	4	5
P5	5	4	5	4	5	4
P6	4	5	5	5	4	5
P7	5	5	4	4	5	4
P8	5	4	5	5	5	5
P9	4	5	5	5	4	5
P10	5	4	4	4	5	4
P11	4	5	5	5	5	5
P12	5	5	5	4	5	5
P13	4	4	5	5	5	4