

GENEL TANIM / GENERAL DESCRIPTION

Ders Adı / Course Name	Total Quality Management / Total Quality Management	
Ders Kodu / Course Code	EBUS328	
Ders Türü / Course Type		
Ders Seviyesi / Course Level	Bachelor / Bachelor	
Ders Akts Kredi / ECTS	6.00	
Haftalık Ders Saati (Kuramsal) / Course Hours For Week (Theoretical)	3.00	
Haftalık Uygulama Saati / Course Hours For Week (Objected)	0.00	
Haftalık Laboratuar Saati / Course Hours For Week (Laboratory)	0.00	
Dersin Verildiği Yıl / Year	3	
Öğretim Sistemi / Teaching System	Daytime Class / Daytime Class	
Eğitim Dili / Education Language	English / English	
Ön Koşulu Olan Ders(ler) / Precondition Courses	N/A	.N/A
Amacı / Purpose	To gain proficiency in the application of quality management systems and total quality management to provide information about its elements.	To gain proficiency in the application of quality management systems and total quality management to provide information about its elements.
İçeriği / Content	Widely used in business terms and concepts are introduced, the development of total quality types and stages of quality. definition and philosophy of total quality management. elements of total quality management, total quality organization and supervision. Change management and company culture. organizational communication. teamwork and total quality management. the effects of competition and the advantages of total quality management. quality assurance systems.	Widely used in business terms and concepts are introduced, the development of total quality types and stages of quality. definition and philosophy of total quality management. elements of total quality management, total quality organization and supervision. Change management and company culture. organizational communication. teamwork and total quality management. the effects of competition and the advantages of total quality management. quality assurance systems.
Önerilen Diğer Hususlar / Recommended Other Considerations	.N/A	.N/A
Staj Durumu / Internship Status	.N/A	.N/A
Kitabı / Malzemesi / Önerilen Kaynaklar / Books / Materials / Recommended Reading	Şimşek, H. (2009), Total Quality Management-Theory, Principles, Practices, 1st Edition, Distinguished Publishing, Ankara Halis, M. (2010), Total Quality Management & ISO 9000 Quality for Vocational Schools Management Systems, 1st Edition, Seçkin Publishing, Ankara	Şimşek, H. (2009), Total Quality Management-Theory, Principles, Practices, 1st Edition, Distinguished Publishing, Ankara Halis, M. (2010), Total Quality Management & ISO 9000 Quality for Vocational Schools Management Systems, 1st Edition, Seçkin Publishing, Ankara
Öğretim Üyesi (Üyeleri) / Faculty Member (Members)	Dr. Mehdi Safaei	

ÖĞRENME ÇIKTILARI / LEARNING OUTCOMES

1	Describe the ways of applying quality management in the actual organization.	Describe the ways of applying quality management in the actual organization.
2	Demonstrate the capability of making quality process for the selected process	Demonstrate the capability of making quality process for the selected process
3	Able to choose the optimal approach to the analysis of a given process by describing the activities	Able to choose the optimal approach to the analysis of a given process by describing the activities

HAFTALIK DERS İÇERİĞİ / DETAILED COURSE OUTLINE

Hafta / Week					
1	Teorik Dersler / Theoretical	Uygulama	Lab	Öğretim Yöntem ve Teknikleri/Teaching Methods Techniques	Ön Hazırlık / Preliminary
	The concept of quality				
	The concept of quality				
2	Teorik Dersler / Theoretical	Uygulama	Lab	Öğretim Yöntem ve Teknikleri/Teaching Methods Techniques	Ön Hazırlık / Preliminary
	.TQM practices and quality pioneers				
	TQM practices and quality pioneers				
3	Teorik Dersler / Theoretical	Uygulama	Lab	Öğretim Yöntem ve Teknikleri/Teaching Methods Techniques	Ön Hazırlık / Preliminary
	.Elements of total quality management				
	Elements of total quality management				
4	Teorik Dersler / Theoretical	Uygulama	Lab	Öğretim Yöntem ve Teknikleri/Teaching Methods Techniques	Ön Hazırlık / Preliminary
	.Organization of total quality management				
	Organization of total quality management				
5	Teorik Dersler / Theoretical	Uygulama	Lab	Öğretim Yöntem ve Teknikleri/Teaching Methods Techniques	Ön Hazırlık / Preliminary
	.Management quality and environmental standards				
	Management quality and environmental standards				

6	Teorik Dersler / Theoretical	Uygulama	Lab	Öğretim Yöntem ve Teknikleri/Teaching Methods Techniques	Ön Hazırlık / Preliminary
	.Quality management system models				
	Quality management system models				
7	Teorik Dersler / Theoretical	Uygulama	Lab	Öğretim Yöntem ve Teknikleri/Teaching Methods Techniques	Ön Hazırlık / Preliminary
	.Change management, total quality management				
	Change management, total quality management				
8	Teorik Dersler / Theoretical	Uygulama	Lab	Öğretim Yöntem ve Teknikleri/Teaching Methods Techniques	Ön Hazırlık / Preliminary
	What is benchmarking?				
	What is benchmarking?				
9	Teorik Dersler / Theoretical	Uygulama	Lab	Öğretim Yöntem ve Teknikleri/Teaching Methods Techniques	Ön Hazırlık / Preliminary
	.Midterm exam				
	Midterm exam				
10	Teorik Dersler / Theoretical	Uygulama	Lab	Öğretim Yöntem ve Teknikleri/Teaching Methods Techniques	Ön Hazırlık / Preliminary
	.Business culture of total quality management				
	Business culture of total quality management				
11	Teorik Dersler / Theoretical	Uygulama	Lab	Öğretim Yöntem ve Teknikleri/Teaching Methods Techniques	Ön Hazırlık / Preliminary
	.Total quality management and teamwork				
	Total quality management and teamwork				

12	Teorik Dersler / Theoretical	Uygulama	Lab	Öğretim Yöntem ve Teknikleri/Teaching Methods Techniques	Ön Hazırlık / Preliminary
	.Quality assurance and certification				
	Quality assurance and certification				
13	Teorik Dersler / Theoretical	Uygulama	Lab	Öğretim Yöntem ve Teknikleri/Teaching Methods Techniques	Ön Hazırlık / Preliminary
	.Total quality management, Quality Costs				
	Total quality management, Quality Costs				
14	Teorik Dersler / Theoretical	Uygulama	Lab	Öğretim Yöntem ve Teknikleri/Teaching Methods Techniques	Ön Hazırlık / Preliminary
	.Total quality management; EQM model of excellence				
	Total quality management; EQM model of excellence				

DEĞERLENDİRME / EVALUATION

Yarıyıl (Yıl) İçi Etkinlikleri / Term (or Year) Learning Activities	Sayı / Number	Katkı Yüzdesi / Percentage of Contribution (%)
Ara Sınav / Midterm Examination	1	100
Toplam / Total:	1	100
Başarı Notuna Katkı Yüzdesi / Contribution to Success Grade(%):		40

Yarıyıl (Yıl) Sonu Etkinlikleri / End Of Term (or Year) Learning Activities	Sayı / Number	Katkı Yüzdesi / Percentage of Contribution (%)
Final Sınavı / Final Examination	1	100
Toplam / Total:	1	100
Başarı Notuna Katkı Yüzdesi / Contribution to Success Grade(%):		60

Etkinliklerinin Başarı Notuna Katkı Yüzdesi(%) Toplamı / Total Percentage of Contribution (%) to Success Grade:	100
Değerlendirme Tipi / Evaluation Type:	

İŞ YÜKÜ / WORKLOADS

Etkinlikler / Workloads	Sayı / Number	Süresi (Saat) / Duration (Hours)	Toplam İş Yüğü (Saat) / Total Work Load (Hour)
Final Sınavı / Final Examination	1	100.00	100.00
Ara Sınav / Midterm Examination	1	60.00	60.00
Toplam / Total:	2	160.00	160.00
Dersin AKTS Kredisi = Toplam İş Yüğü (Saat) / 25.00 (Saat/AKTS) = 160.00/25.00 = 6.40 ~ / Course ECTS Credit = Total Workload (Hour) / 25.00 (Hour / ECTS) = 160.00 / 25.00 = 6.40 ~			

PROGRAM VE ÖĞRENME ÇIKTISI / PROGRAM LEARNING OUTCOMES

Öğrenme Çıktıları / Learning Outcomes	Program Çıktıları / Program Outcomes													
	1.1.1	1.1.2	1.1.3	1.1.4	1.1.5	1.1.6	1.1.7	1.1.8	1.1.9	1.1.10	1.1.11	1.1.12	1.1.13	1.1.14
1.Describe the ways of applying quality management in the actual organization. / Describe the ways of applying quality management in the actual organization.	4	4	4	4	3	4	4	4	4	4				
2.Demonstrate the capability of making quality process for the selected process / Demonstrate the capability of making quality process for the selected process	4	4	4	5	4	4	4	4	4	5				
3.Able to choose the optimal approach to the analysis of a given process by describing the activities / Able to choose the optimal approach to the analysis of a given process by describing the activities	4	4	4	4	5	4	4	4	4	4				

Katkı Düzeyi / Contribution Level : 1-Çok Düşük / Very low, 2-Düşük / Low, 3-Orta / Moderate, 4-Yüksek / High, 5-Çok Yüksek / Very high