

# TOTAL QUALITY MANAGEMENT

<b>1</b>	Course Title:	TOTAL QUALITY MANAGEMENT	
<b>2</b>	Course Code:	IIS4106	
<b>3</b>	Type of Course:	Optional	
<b>4</b>	Level of Course:	First Cycle	
<b>5</b>	Year of Study:	4	
<b>6</b>	Semester:	8	
<b>7</b>	ECTS Credits Allocated:	6.00	
<b>8</b>	Theoretical (hour/week):	3.00	
<b>9</b>	Practice (hour/week):	0.00	
<b>10</b>	Laboratory (hour/week):	0	
<b>11</b>	Prerequisites:		
<b>12</b>	Language:	Turkish	
<b>13</b>	Mode of Delivery:	Face to face	
<b>14</b>	Course Coordinator:	Doç. Dr. ZERRİN FIRAT	
<b>15</b>	Course Lecturers:	Prof. Dr. İsmail Efil	
<b>16</b>	Contact information of the Course Coordinator:	Yrd. Doç. Dr. Zerrin FIRAT İnegöl İşletme Fakültesi İşletme Bölümü 224 294 26 95 firatzy@uludag.edu.tr	
<b>17</b>	Website:		
<b>18</b>	Objective of the Course:	The purpose of this course is to investigate the concept of quality, process and stages of historical development of quality, total quality management principles and the relationships between total quality management and quality assurance system. In this direction, the process of accreditation and certification of enterprises, coverage and features of the ISO 9000 quality assurance system, quality control techniques and quality costs are examined in detail.	
<b>19</b>	Contribution of the Course to Professional Development:		
<b>20</b>	Learning Outcomes:		
		<b>1</b>	Basic quality concepts and development, dimensions and elements of quality can be learned.
		<b>2</b>	The tasks and objectives of Total Quality Management can be grasped.
		<b>3</b>	Total Quality Management implementation stages can be learned.
		<b>4</b>	Total Quality Management tools and techniques can be used.
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<b>21</b>	Course Content:		
		<b>Course Content:</b>	
Week	Theoretical	Practice	
<b>1</b>	Definition and historical development of quality		



**LO: Learning Objectives    PQ: Program Qualifications**

<b>Contribution Level:</b>	<b>1 very low</b>	<b>2 low</b>	<b>3 Medium</b>	<b>4 High</b>	<b>5 Very High</b>
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