

# 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<br>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.                                                                                                                                                                                                                                                                                                                                                                                                                    |
|             | <b>5</b>                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|             | <b>6</b>                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|             | <b>7</b>                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|             | <b>8</b>                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|             | <b>9</b>                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|             | <b>10</b>                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>21</b>   | Course Content:                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|             | <b>Course Content:</b>                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Week</b> | <b>Theoretical</b>                                      | <b>Practice</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>1</b>    | Definition and historical development of quality        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |

|           |                                                                                                 |  |
|-----------|-------------------------------------------------------------------------------------------------|--|
| <b>2</b>  | Definition of Total Quality Management and Related Concepts                                     |  |
| <b>3</b>  | Total Quality Management System                                                                 |  |
| <b>4</b>  | The Need for Total Quality Management                                                           |  |
| <b>5</b>  | Basic Elements of Total Quality Management                                                      |  |
| <b>6</b>  | Fundamental Factors Influencing Total Quality Management                                        |  |
| <b>7</b>  | Total Quality Management, Organizational Structure, Implementation and utilized the Basic Tools |  |
| <b>8</b>  | Repitition                                                                                      |  |
| <b>9</b>  | Cost of Quality, EFQM Model                                                                     |  |
| <b>10</b> | Knowledge Management in TQM                                                                     |  |
| <b>11</b> | Change Management in TQM                                                                        |  |
| <b>12</b> | Brainstorming Technique                                                                         |  |
| <b>13</b> | TS-EN-ISO 9000:2000 Quality Management System Standard, ISO 14000                               |  |
| <b>14</b> | Total Quality Management Case Studies                                                           |  |

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|----------------------------------------------------|-----------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|------------------------|
| 22                                                 | Textbooks, References and/or Other Materials: | -KINGIR, Said, "Toplam Kalite Yönetimi", Nobel Yayın Dağıtım, 2006<br>-KAVRAKOĞLU, İbrahim, "Toplam Kalite Yönetimi", KalderYayını, 1996.<br>-ŞALE, İsmail, "ISO 9001:2000 Kalite Yönetim Sistemi ve |                 |                        |
| Activites                                          |                                               | Number                                                                                                                                                                                               | Duration (hour) | Total Work Load (hour) |
| TERM LEARNING ACTIVITIES                           |                                               | NUMBER                                                                                                                                                                                               | WEIGHT          |                        |
| Theoretical                                        |                                               | 14                                                                                                                                                                                                   | 3.00            | 42.00                  |
| Practicals/Labs                                    |                                               | 0                                                                                                                                                                                                    | 0.00            | 0.00                   |
| Self study and preparation                         |                                               | 0                                                                                                                                                                                                    | 5.00            | 70.00                  |
| Homeworks                                          |                                               | 0                                                                                                                                                                                                    | 0.00            | 0.00                   |
| Projects                                           |                                               | 0                                                                                                                                                                                                    | 0.00            | 0.00                   |
| Final Exam                                         |                                               | 1                                                                                                                                                                                                    | 0.00            | 0.00                   |
| Field Studies                                      |                                               | 0                                                                                                                                                                                                    | 0.00            | 0.00                   |
| Midterm exams                                      |                                               | 1                                                                                                                                                                                                    | 26.00           | 26.00                  |
| Contribution of Term (Year) Learning Activities to |                                               | 40                                                                                                                                                                                                   | 0.00            | 0.00                   |
| Others                                             |                                               | 0                                                                                                                                                                                                    | 0.00            | 0.00                   |
| Contribution of Final Exam to Success Grade        |                                               | 60                                                                                                                                                                                                   | 40.00           | 40.00                  |
| Total Work Load                                    |                                               |                                                                                                                                                                                                      |                 | 178.00                 |
| Total work load/ 30-hr                             |                                               |                                                                                                                                                                                                      |                 | 5.93                   |
| Measurement and Evaluation Techniques Used in the  |                                               |                                                                                                                                                                                                      |                 |                        |
| ECTS Credit of the Course                          |                                               |                                                                                                                                                                                                      |                 | 6.00                   |

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| 24 | ECTS / WORK LOAD TABLE |
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[illegible]

| LO: Learning Objectives    PQ: Program Qualifications |            |       |          |        |             |
|-------------------------------------------------------|------------|-------|----------|--------|-------------|
| Contrib<br>ution<br>Level:                            | 1 very low | 2 low | 3 Medium | 4 High | 5 Very High |