

TOTAL QUALITY MANAGEMENT

1	Course Title:	TOTAL QUALITY MANAGEMENT	
2	Course Code:	END5131	
3	Type of Course:	Optional	
4	Level of Course:	Second Cycle	
5	Year of Study:	1	
6	Semester:	1	
7	ECTS Credits Allocated:	7.50	
8	Theoretical (hour/week):	3.00	
9	Practice (hour/week):	0.00	
10	Laboratory (hour/week):	0	
11	Prerequisites:	None	
12	Language:	Turkish	
13	Mode of Delivery:	Face to face	
14	Course Coordinator:	Arş. Gör. Emine EŞYÜREK	
15	Course Lecturers:		
16	Contact information of the Course Coordinator:	esyurek@uludag.edu.tr	
17	Website:		
18	Objective of the Course:	The aim this course is to teach the participants the philosophy and practice of Total Quality Management and to prepare them to apply the quality philosophy to their own lives and the businesses in the future.	
19	Contribution of the Course to Professional Development:	This course contributes to the professional development of students by teaching the philosophy of Total Quality Management and quality tools and gaining the ability to apply them.	
20	Learning Outcomes:		
		1	Theoretical knowledge of TQM
		2	Understand the direct effect of TQM implementations to the organizations.
		3	Realise their personal quality and have the consciousness about setting right quality targets.
		4	Gain presentation skills.
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21	Course Content:		
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Week	Theoretical	Practice	
1	Quality concept and historical process of TQM.		

2	Quality management and factors that affect quality.	
3	Difficulties of TQM implimentation.	
4	Quality costs	
5	Quality Guru's	
6	Comparing classical management approach and TQM.	
7	Strategic planning and TQM.	
8	Quality Culture	
9	Main quality tools 1	
10	Main quality tools 2	
11	As a management tool, caractesitics and main principles of TQM.	
12	As a management tool, caractesitics and main principles of TQM 2	

24	ECTS / WORK LOAD TABLE
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[illegible]

ÖK2	5	0	0	0	0	5	0	0	0	0	0	0	0	0	0	0
ÖK3	0	0	0	0	0	5	0	0	0	0	0	0	0	0	0	0
ÖK4	0	0	0	0	5	5	0	0	0	0	0	0	0	0	0	0
LO: Learning Objectives PQ: Program Qualifications																
Contribution Level:	1 very low		2 low		3 Medium		4 High		5 Very High							