	TOTAL Q	UALI	ΓΥ MANAGEMENT						
1	Course Title:	TOTAL (QUALITY MANAGEMENT						
2	Course Code:	IIS4106							
3	Type of Course:	Optional							
4	Level of Course:	First Cyc	cle						
5	Year of Study:	4							
6	Semester:	8							
7	ECTS Credits Allocated:	6.00							
8	Theoretical (hour/week):	3.00							
9	Practice (hour/week):	0.00							
10	Laboratory (hour/week):	0							
11	Prerequisites:								
12	Language:	Turkish							
13	Mode of Delivery:	Face to t	ace						
14	Course Coordinator:	Doç. Dr.	ZERRİN FIRAT						
15	Course Lecturers:	Dr.Öğr.Ü	lyesi Mehmet CIRANOĞLU						
16	Contact information of the Course Coordinator:	Doç. Dr. Zerrin FIRAT İnegöl işletme Fakültesi İşletme Bölümü 224 294 26 95 firatzy@uludag.edu.tr							
17	Website:								
18	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.							
19	Contribution of the Course to Professional Development:	The development of awareness of quality.Gaining problem solving and improvement skills							
20	Learning Outcomes:								
		1	Basic quality concepts and development, dimensions and elements of quality can be learned.						
		2	The tasks and objectives of Total Quality Management can be grasped.						
		3	Total Quality Management implementation stages can be learned.						
		4	Total Quality Management tools and techniques can be used.						
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21	Course Content:								
		Co	ourse Content:						
Week	Theoretical		Practice						

1	Definition and historical development of quality																	
2	Defi	Definition of Total Quality Management and Related Concepts																
3	_	Total Quality Management System																
4	The	Nee	d for T	Total C	uality	Mana	geme	nt										
5	Basi	ic Ele	ment	s of To	otal Q	uality N	/Janag	emen	ıt									
6	Fundamental Factors Influencing Total Quality Management																	
7	Total Quality Management, Organizational Structure, Implementation and utilized the Basic Tools																	
8	Rep	itition)															
9	Cost of Quality, EFQM Model																	
10	Knowledge Management in TQM																	
11	Change Management in TQM																	
12	Brai	nstor	ming	Techn	ique													
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