	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 Cycle							
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 f	face						
14	Course Coordinator:	Doç. Dr.	ZERRÎN FIRAT						
15	Course Lecturers:	Dr.Öğr.Üyesi 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.						
		5							
		6							
		7							
		8							
		9							
	Occurs Occuts t	10							
21	Course Content:		0						
10/	Th (' l	Co	purse Content:						
vveek	Theoretical		Practice						

1	Definiti quality	evelopr	nent o	of													
2		efinition of Total Quality Management and elated Concepts															
3	Total C	otal Quality Management System															
4	The Ne	The Need for Total Quality Management															
5	Basic Elements of Total Quality Management																
6	Fundar Quality				encing	Total											
7	Quality Management Total Quality Management, Organizational Structure, Implementation and utilized the Basic Tools																
8	Repititi	on															
9	Cost of	Qualit	y, EFQ	ММо	del												
10	Knowle	dge M	anager	ment i	n TQN	1											
11	Chang	e Mana	agemer	nt in T	QM												
12	Brainst	orming	Techn	ique													
13	TS-EN-ISO 9000:2000 Quality Management System Standard, ISO 14000																
14	Total C	uality I	Manage	emen	t Case	Studie	es										
22 Textbooks, References and/or Other Materials: Activites						Da -Ķ	ığıtım,	2006 KOĞLL		i μ. "Το	nlam k	(alite Yo	önetimi" Total Work Load (hour)				
Theore	ricai Assesr	nont							14			3.00			42.00		
	als/Labs							C)			0.00			0.00		
Self stu	udy and	preper	ation			R	}		14			5.00			70.00		
Homev	vorks							C)			0.00			0.00		
Duiz Project	ts					U		0.0	30			0.00	0.00				
Field S	Studies	•						C	0				0.00				
Middeli	Fm exams											26.00	26.00			26.00	
Others								C)			0.00			0.00		
Contrib	ontribution of Term (Year) Learning Activities to uccess Grade											40.00)		40.00		
	tal Work Load														204.00		
Total w	vork load	/ 30 hr	_xam to	Juc	ccss C	паце		- OV.	.00						5.93		
	Credit o														6.00		
Measu Course	rement	and Ev	aluatio	n Tec	hnique	s Use	d in th	ne Re	lative	evalua	tion sys	stem (R	ES)				
24	ECTS	/ WO	RK L	OAD	TAB	LE											
25			CON	TRIE	BUTIC	ON O				OUTC		S TO	PROC	GRAM	ME		
	PG	1 PQ2	PQ3	PQ4	PQ5	PQ6	PQ7	PQ8	PQ9	PQ1	PQ11	PQ12	PQ1	PQ14	PQ15	PQ16	
										0			3				
										ال			1				
ÖK1 ÖK2	4	0	2	0	3	0	0	2	0	0	0	0	0	0	0	0	

ÖK3

ÖK4	1	1	0	4	3	0	0	0	0	0	0	0	0	0	0	0
LO: Learning Objec Contrib 1 very low 2 low ution Level:						s P Medi			m Qu 4 Higl				y High			