

TOTAL QUALITY MANAGEMENT

1	Course Title:	TOTAL QUALITY MANAGEMENT
2	Course Code:	ISYS041
3	Type of Course:	Optional
4	Level of Course:	Short Cycle
5	Year of Study:	2
6	Semester:	3
7	ECTS Credits Allocated:	3.00
8	Theoretical (hour/week):	1.00
9	Practice (hour/week):	2.00
10	Laboratory (hour/week):	0
11	Prerequisites:	None
12	Language:	Turkish
13	Mode of Delivery:	Face to face
14	Course Coordinator:	Öğr. Gör. Dr. NİLAY ORBAY İÇAÇAN
15	Course Lecturers:	MYO'ların Yönetim Kurullarının görevlendirdiği öğretim elemanları
16	Contact information of the Course Coordinator:	Öğr. Gör. Dr. Nilay ORBAY İÇAÇAN 0224 8613425- 2942683 nilayorbay@uludag.edu.tr
17	Website:	None
18	Objective of the Course:	In this course, aims to teach to competence the implementation of quality management systems.
19	Contribution of the Course to Professional Development:	By learning the principles of business world and social excellence as a result of the outcomes of the course, sustainable quality management models that can be applied in the private and public sector can be analyzed. By understanding quality management practices, it can be contributed to the creation, implementation and development of quality in order to increase the efficiency and productivity of institutions and organizations.
20	Learning Outcomes:	
	1	The concept definition and importance of Quality to be able to compare concept with respect to consumers and companies
	2	To be able to explain the historial process of the Total Qualit Management model
	3	To be able to explain the meaning of the subcomponents of the total quality management model (system)
	4	To be able to compare clasical management model with the total quality manageönt model
	5	To be able to analyze the components of the total quality management
	6	To be able to explain the technical and managerial processee applies in TQM
	7	To be able to apply the quantitative technices and methods used in TQM model
	8	To be able to explain the KAIZEN philosophy
	9	To be able to explain the national and international quality standarts
	10	To be able to exemplify success story of the national and international Total Quality management
21	Course Content:	

	Course Content:	
Week	Theoretical	Practice
1	The concept, definition and importance of quality with respect to consumers and companies	Case study
2	Total Quality Concept, Total Quality management concept, the system and the components	Case study
3	The Historical process from quality concept to total quality concept	Case study
4	Comparison of classical management model with the total quality management model	Case study
5	Detailed analysis of the components of the total quality management model	Case study
6	Technical and managerial processes applied in TQM	Case study
7	Repetition of transferred information	Repetition of transferred information
8	Quantitative techniques methods applied in the Total Quality management model	Case study
9	Quantitative techniques methods applied in the Total Quality management model	Case study
10	Explanation of the KAIZEN philosophy its comparison with the other quality approaches	Case study
11	Explanation of the national and International Quality Standards	Case study
12	Explanation of the national and international quality standards	Case study
13	TQM awards	Case study
14	TQM success stories	Case study
22	Textbooks, References and/or Other Materials:	<p>1-) Nihat KÖLÜK, İrfan Dilsiz, Cafer S. KARTAL ; Kalite Güvancası ve Standartları, 7. BASKI 2012, Detay yayıncılık, ISBN 975-8326-69-4</p> <p>2-) Öğ.Gör.Dr.Sıdıka PARLAK; İşletmelerde Toplam Kalite Yönetimi, 2004, Ekin Kitabevi, ISBN 975- 8768-32-8</p> <p>3-) Doç Dr. İrfan ÇAĞLAR, Sabiha KILIÇ; Kalite Güvence Standartları, 2 Baskı, Ekim 2008, Nobel yayın Dağıtım Tic Ltd. ISBN 978-99 44- 77- 006-4</p>
23	Assesment	
TERM LEARNING ACTIVITIES		NUMBER
Midterm Exam		1
Quiz		0
Home work-project		0
Final Exam		1
Total		2
Contribution of Term (Year) Learning Activities to Success Grade		40.00
Contribution of Final Exam to Success Grade		60.00
Total		100.00
Measurement and Evaluation Techniques Used in the Course		Measurement and evaluation is carried out according to the principles of Bursa Uludağ University Associate and Undergraduate Education Regulation.

Activites	Number	Duration (hour)	Total Work Load (hour)
Theoretical	14	1.00	14.00
Practicals/Labs	14	2.00	28.00
Self study and preperation	14	1.00	14.00
Homeworks	0	0.00	0.00
Projects	0	0.00	0.00
Field Studies	1	10.00	10.00
Midterm exams	1	10.00	10.00
Others	1	5.00	5.00
Final Exams	1	10.00	10.00
Total Work Load			91.00
Total work load/ 30 hr			3.03
ECTS Credit of the Course			3.00

25	CONTRIBUTION OF LEARNING OUTCOMES TO PROGRAMME QUALIFICATIONS															
	PQ1	PQ2	PQ3	PQ4	PQ5	PQ6	PQ7	PQ8	PQ9	PQ10	PQ11	PQ12	PQ13	PQ14	PQ15	PQ16
ÖK1	0	1	0	0	0	0	0	0	0	0	0	0	2	0	0	0
ÖK2	0	1	0	0	0	0	0	0	0	0	0	0	2	0	0	0
ÖK3	0	1	0	0	0	0	0	0	0	0	0	0	2	0	0	0
ÖK4	0	1	0	0	0	0	0	0	0	0	0	0	2	0	0	0
ÖK5	0	1	0	0	0	0	0	0	0	0	0	0	2	0	0	0
ÖK6	0	1	0	0	0	0	0	0	0	0	0	0	2	0	0	0
ÖK7	0	1	0	0	0	0	0	0	0	0	0	0	2	0	0	0
ÖK8	0	1	0	0	0	0	0	0	0	0	0	0	2	0	0	0
ÖK9	0	1	0	0	0	0	0	0	0	0	0	0	2	0	0	0
ÖK10	0	1	0	0	0	0	0	0	0	0	0	0	2	0	0	0
LO: Learning Objectives PQ: Program Qualifications																
Contrib ution Level:	1 very low		2 low		3 Medium		4 High		5 Very High							