

TOTAL QUALITY 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 face	
14	Course Coordinator:	Doç. Dr. ZERRİN FIRAT	
15	Course Lecturers:	Prof. Dr. İsmail Efil	
16	Contact information of the Course Coordinator:	Yrd. Doç. Dr. Zerrin FIRAT İnegöl İşletme 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:		
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:		
		Course Content:	
Week	Theoretical	Practice	
1	Definition and historical development of quality		

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

Activities		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	0	5.00	70.00
Homeworks		0	0.00	0.00
Projects		0	0.00	0.00
Final Exam	1	60.00	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		40.00		
Others		0	0.00	0.00
Contribution of Final Exam to Success Grade		60.00	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

[illegible]

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