|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Course Name** | **Code** | **Semester** | **T+U** | **Credit** | **ECTS** |
| **Quality Management Systems** |  | 3 | 2+0 | 2 | 3 |
| Prerequisite Courses |  |
| Language of the Course | Turkish |
| Type of Course | Field Elective |
| Course Coordinator |   |
| Instructor |   |
| Course Assistants |   |
| The aim of lesson | In this course, it is aimed to gain the ability to evaluate the quality management system with the understanding of continuous development and improvement, and to recognize and organize the scope of the approaches, methods and practices necessary to bring this understanding into practice. |
| Course Learning Outcomes | At the end of this course, the student; 1.Explains definitions and concepts related to quality management.2. Interprets and distinguishes the relationships between quality processes.3.Compares total quality management with classical management approaches.4.Analyzes the effects of quality management systems process on public administration since its birth.5. Evaluates the total quality management system with the understanding of continuous development and improvement in the field of public administration.6.Discuss total quality management practices in the world and in Turkey. |
| Course Content | Introduction of the course, general information and resource presentation about the content of the course, Global competition, organizations, management and new management paradigms, The concept of quality and total quality, The emergence of total quality management, its principles and tools, Understanding customer expectations: methods, Organizational culture and quality , Teamwork, Quality and leadership, Quality and strategic planning, Quality and cost relationship, Quality improvement tools |
| **Weeks** | **Topics** |
| one | Introduction of the course, general information about the content of the course and introduction of resources |
| 2 | Global competition, organizations, management and new management paradigms |
| 3 | Quality concept and total quality |
| 4 | Pioneers of total quality |
| 5 | The birth, principles and tools of total quality management |
| 6 | Understanding customer expectations: methods |
| 7 | Organizational culture and quality, General Review |
| 8 | Teamwork and quality |
| 9 | Quality and leadership |
| 10 | Quality and strategic planning |
| 11th | Quality and cost relationship |
| 12 | Quality improvement tools |
| 13 | Quality improvement tools |
| 14 | Quality standards |

|  |
| --- |
| **General Competencies** |
| Students are expected to understand the main topics of this course and use it in their fields and applications. |
| **resources** |
| Efil I. (2010). Total quality Management. Dora publishing house. Ankara.Small, O. (2016). Total quality management - unlimited improvement efqm excellence model. Ankara: Seçkin Publishing.Perskircioglu. N., (1999). ISO 9000 applications in quality management. MPM Release. |
| **Evaluation System** |
| It is stated in the syllabus at the beginning of the semester. |

|  |
| --- |
| **WITH PROGRAM LEARNING OUTCOMES****COURSE LEARNING OUTCOMES RELATIONSHIP TABLE** |
|  | **PO1** | **PO2** | **PO3** | **PO4** | **PO5** | **PO6** | **PO7** | **PO8** | **PO9** | **PO10** | **PO11** | **PO12** |
| **LO1** | 2 | - | - | - | - | - | 5 | - | 3 | - | - | - |
| **LO2** | 2 | - | - | - | - | - | 5 | - | 3 | - | - | - |
| **LO3** | 2 | - | - | - | - | - | 5 | - | 3 | - | - | - |
| **LO4** | 2 | - | - | - | - | - | 5 | - | 3 | - | - | - |
| **LO5** | 2 | - | - | - | - | - | 5 | - | 3 | - | - | - |
| **LO6** | 2 | - | - | - | - | - | 5 | - | 3 | - | - | - |
| **REVENGE: Learning Outputs OP: Program Outputs** |
| **Contribution****level** | **1 Very Low** | **2 Low** | **3 Medium** | **4 High** | **5 Very High** |

Relation of Program Outcomes and Related Course

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **lesson** | **PO1** | **PO2** | **PO3** | **PO4** | **PO5** | **PO6** | **PO7** | **PO8** | **PO9** | **PO10** | **PO11** | **PO12** |
| **Quality Management Systems** | 2 | - | - | - | - | - | 5 | - | 3 | - | - | - |

 |