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| **Course Name** | **Code** | **Semester** | **T+U** | **Credit** | **ECTS** |
|  **Total Quality Management** |  | 1 | 2+0 | 2 | 3 |
| Prerequisite Courses |  |
| Language of the Course | Turkish |
| Type of Course | Departmental Elective |
| Course Coordinator |   |
| Instructor |  |
| Course Assistants |  |
| The aim of lesson | To understand the philosophy underlying total quality management (TQM) and to interpret the views of the founders of the philosophy. First of all, they will learn the basic concepts and TQM tools of TQM, and they will also be able to relate to advanced topics such as restructuring, benchmarking and six sigma. Students will be able to see applied TQM examples of companies from different sectors and will examine company experiences. |
| Course Learning Outcomes | At the end of this course, the student;1. Defines the concept of quality.
2. Explain the philosophy and culture of total quality management.
3. Explains total quality management tools and techniques.
4. Discusses the human process and performance in the formation of quality.
5. Discusses total quality management practices.
6. Knows Quality Management Standards.
 |
| Course Content | Definition of Quality Concept, Historical View of Quality Concept, Pioneers and Approaches of TQM, Common Points in TQM Approaches of Quality PioneersEvolution of Quality Control Concept and Total Quality Management, TQM Concept, Elements, Principles, Necessary Conditions for Success in TQM, Comparison of TQM and Classical Management Approach |
| **Weeks** | **Topics** |
| 1 | Definition of Quality Concept, Historical View of Quality Concept, Pioneers and Approaches of TQM, Common Points in TQM Approaches of Quality Pioneers |
| 2 | Evolution of Quality Control Concept and Total Quality Management, TQM Concept, Elements and Principles |
| 3 | Required Conditions for Success in TQM, Comparison of TQM and Classical Management Approach |
| 4 | Creating Total Quality Culture in Businesses, Spreading TQM Education to Businesses |
| 5 | Developing an Organizational Model Appropriate for TQM Understanding, Utilizing the Problem Solving Techniques of Total Quality Management |
| 6 | Calculating the Costs of Total Quality Management Practices, Evaluating Total Quality Management Practices |
| 7 | Quality Management Systems Standards and TQM, Basic Concepts, Standards and Historical Development of Standardization |
| 8 | Types of Standards, Basic Principles of Standardization, Importance and Benefits |
| 9 | Standardization in Turkey and Turkish Standards Institute: Establishment, Duties, TSE Certification and Scopes |
| 10 | Importance of International Standardization and International Standardization Organizations |
| 11 | Historical Development of ISO 9000 Quality Management System Standards |
| 12 | Certification of Compliance with Quality and Standards, Audit Institutions, Standardization and TQM Approach |
| 13 | Quality Awards |
| 14 | Success Stories of Award-Winning Companies |

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| **General Competencies** |
| Students are expected to understand the main topics of this course and use it in their fields and applications. |
| **resources** |
| Efil İ., (2016), Toplam Kalite Yönetimi, Bursa, Dora Yayıncılık. |
| **Evaluation System** |
| It is stated in the syllabus at the beginning of the semester. |

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

Relation of Program Outcomes and Related Course

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| **lesson** | **PO1** | **PO2** | **PO3** | **PO4** | **PO5** | **PO6** | **PO7** | **PO8** | **PO9** | **PO10** |
|  Total Quality Management | 5 | - | - | - | - | - | 4 | - | - | 5 |

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