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| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Dersin Adı** | | **Kodu** | **Yarıyıl** | **T+U** | **Kredi** | **AKTS** | | **Kalite Yönetim Sistemleri** | |  | 2 | 2+0 | 2 | 3 | | Ön koşul Dersler |  | | | | | | | Dersin Dili | Türkçe | | | | | | | Dersin Türü | Alan Seçmeli | | | | | | | Dersin Koordinatörü |  | | | | | | | Dersi Veren |  | | | | | | | Dersin Yardımcıları |  | | | | | | | Dersin Amacı | Bu derste öğrencilere; kalite kavramı, kalite yönetim sistemleri ve kalite standartları hakkında bilgi verilerek bir alt yapı oluşturmak hedeflenmektedir. | | | | | | | Dersin Öğrenme Çıktıları | Bu dersin sonunda öğrenci;  1. Kalite kavramı ve süreçleri hakkında bilgi sahibi olur.  2. Standardizasyon ve Toplam Kalite Yönetimi unsurlarını öğrenir.  3. İşletmeler açısından kalite standartlarının önemini kavrar.  4. Kalite yönetim sistemlerinin özelliklerini tanır. | | | | | | | Dersin İçeriği | Kalite kavramı, TSE ve standardizasyon, toplam kalite yönetimi ve toplam kalite yönetiminin unsurları, kalite yönetim sistemleri, kalite standartları, kalite kontrolü, kalite sistemleri kalite sistemleri, süreç yönetim sistemi, kaynak yönetim sistemi, mükemmellik modeli, kıyaslama (benchmarking), kalite kontrol çemberleri. | | | | | | | **Haftalar** | **Konular** | | | | | | | 1 | Kalite Kavramı | | | | | | | 2 | TSE ve Standardizasyon | | | | | | | 3 | Toplam Kalite Yönetimi ve Toplam Kalite Yönetiminin Unsurları | | | | | | | 4 | Kalite Yönetim Sistemleri | | | | | | | 5 | Kalite Standartları | | | | | | | 6 | Kalite Standartları | | | | | | | 7 | Kalite Kontrolü | | | | | | | 8 | Kalite Sistemleri | | | | | | | 9 | Kalite Sistemleri | | | | | | | 10 | Süreç Yönetim Sistemi | | | | | | | 11 | Kaynak Yönetim Sistemi | | | | | | | 12 | Mükemmellik Modeli | | | | | | | 13 | Kıyaslama (Benchmarking) | | | | | | | 14 | Kalite Kontrol Çemberleri | | | | | |  |  | | --- | | **Genel Yeterlilikler** | | Öğrencilerden bu dersin ana konularını anlamaları ve alanları ile uygulamalarında kullanmaları beklenir. | | **Kaynaklar** | | Tekin, M. (2007). *Bilgi çağında toplam kalite yönetimi*, Konya: Selçuk Üniversitesi İİBF Kitap Satış Bürosu.  Tuna, M. ve Güler, İ. (2012). *Kalite yönetim sistemleri,* Ankara: Detay Yayıncılık.  Küçük, O. (2011). *Kalite yönetimi ve kalite güvence sistemleri*, Ankara: Seçkin Yayıncılık. | | **Değerlendirme Sistemi** | | Dönem başında ders izlencelerinde belirtilir. |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | **PROGRAM ÖĞRENME ÇIKTILARI İLE**  **DERS ÖĞRENİM ÇIKTILARI İLİŞKİSİ TABLOSU** | | | | | | | | | | | | | | | | |  | **PÇ1** | | **PÇ2** | **PÇ3** | | **PÇ4** | **PÇ5** | | **PÇ6** | **PÇ7** | | **PÇ8** | **PÇ9** | | **PÇ10** | | **ÖÇ1** | - | | - | 1 | | - | - | | 5 | - | | 1 | 1 | | 2 | | **ÖÇ2** | - | | - | 1 | | - | - | | 5 | - | | 1 | 1 | | 2 | | **ÖÇ3** | - | | - | 1 | | - | - | | 5 | - | | 1 | 1 | | 2 | | **ÖÇ4** | - | | - | 1 | | - | - | | 5 | - | | 1 | 1 | | 2 | | **ÖÇ: Öğrenme Çıktıları PÇ: Program Çıktıları** | | | | | | | | | | | | | | | | | **Katkı**  **Düzeyi** | | **1 Çok Düşük** | | | **2 Düşük** | | | **3 Orta** | | | **4 Yüksek** | | | **5 Çok Yüksek** | |   Program Çıktıları ve İlgili Dersin İlişkisi   |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | **Ders** | **PÇ1** | **PÇ2** | **PÇ3** | **PÇ4** | **PÇ5** | **PÇ6** | **PÇ7** | **PÇ8** | **PÇ9** | **PÇ10** | | **Kalite Yönetim Sistemleri** | - | - | 1 | - | - | 5 | - | 1 | 1 | 2 | |