

<b>Course Description</b>					
<b>Name</b>	<b>Code</b>	<b>Semester</b>	<b>T+A Hour</b>	<b>Credit</b>	<b>ECTS</b>
TOTAL QUALITY MANAGEMENT	ULY3256360	Spring Semester	3+0	3	5
<b>Prerequisites Courses</b>					
<b>Recommended Elective Courses</b>					
<b>Language of Instruction</b>	Turkish				
<b>Course Level</b>	First Cycle (Bachelor's Degree)				
<b>Course Type</b>	Elective				
<b>Course Coordinator</b>	Assoc.Prof. Fatma Serab ONURSAL				
<b>Name of Lecturer(s)</b>	Assist.Prof. Mesut ÖZTIRAK				
<b>Assistant(s)</b>					
<b>Aim</b>	The aim of Total Quality Management is to provide an understanding of the methods of establishing consistent, honest, open relations with social stakeholders within the organization in continuous improvement efforts; It is the adoption of making the data-based and cooperation-based operating style of Total Quality Management a priority principle.				
<b>Course Content</b>	This course contains; Understanding the purposes and functions of the Quality Concept, Total Quality Management Theorists, Quality Management and Customer Satisfaction, Types of Quality and Total Quality Management Strategy and Deployment, Total Quality Management Principles, Aspects of Quality, Quality Control Circles, Quality Improvement Tools and Techniques, Components of TQM Management, TQM and Service Businesses, TQM and Teamwork and Business Ethics, Homework Submission/ Presentations, Presentations, Q&A, Presentations, Q&A.				
<b>Course Learning Outcomes</b>			<b>Teaching Methods</b>	<b>Assessment Methods</b>	
1. Will be able to explain the theoretical framework of total quality management			5, 9	A, D, E	
1.1 Defines total quality management			5, 9	A, D, E	
1.2 Defines the concept of quality			9	A, D, E	
1.3 Compare quality and total quality			5, 9	A, D, E	
2. Will be able to have knowledge about process management			5, 9	A, D, E	
2.1 Defines process management			9	A, D, E	
2.2 Compares process management			9	A, D, E	
2.3 Expresses the basic elements of process management improvement			5, 9	A, D, E	
3. Will be able to think customer-oriented			14, 16, 9	A, D, E	
3.1 Defines customers within the scope of quality			9	A, D, E	
3.2 Defines customers' expectation of quality			14, 16, 9	A, D, E	
3.3 Explains the relationship between quality and customer			14, 9	A, D, E	
4. Will be able to implement quality assurance systems			5, 9	A, D, E	
4.1 Defines the quality assurance system			9	A, D, E	
4.2 Explains quality assurance systems			9	A, D, E	
4.3 Establishes a quality assurance system			5, 9	A, D, E	
5. Will be able to solve problems			5, 9	A, D, E	
5.1 Perform statistical quality control			9	D	
5.2 Interpret quality control charts			5, 9	A, D, E	
5.3 Establishes quality control strategy			5, 9	A, D, E	
<b>Teaching Methods</b>	14: Self Study Method, 16: Question - Answer Technique, 5: Cooperative Learning, 9: Lecture Method				
<b>Assessment Methods</b>	A: Traditional Written Exam, D: Oral Exam, E: Homework				
<b>Lecture Schedule</b>					
<b>Sequence</b>	<b>Topics</b>	<b>Preliminary Preparation</b>			
1	Understanding the purposes and functions of the Quality Concept				
2	Total Quality Management Theorists				
3	Quality Management and Customer Satisfaction				
4	Types of Quality and Total Quality Management Strategy and Deployment				
5	Total Quality Management Principles				
6	Aspects of Quality				
7	Quality Control Circles				
8	Quality Improvement Tools and Techniques				
9	Components of TQM Management				
10	TQM and Service Businesses				
11	TQM and Teamwork and Business Ethics				
12	Homework Submission/ Presentations				
13	Presentations, Q&A				
14	Presentations, Q&A				
<b>Evaluation Methods</b>		<b>Weight(%)</b>			
(Midterm Exam) Presentation		20			
(Midterm Exam) Homework/Project		20			
Midterm Exam		40			
(General Exam) General Exam		60			
General Exam		60			

**School of Business and Management Sciences / Logistics Management**  
**2023 - 2024 Academic Year**  
**TOTAL QUALITY MANAGEMENT**  
**Syllabus**

**Resources**

Toplam Kalite Yönetimi, Prof. Dr. Canan Çetin, Doç. Dr. M.Lütfi Arslan, 6. Baskı, Beta Yayınları, 2017.A Current Look at Total Quality Management, Prof. Dr. Çetin Bektaş, 2019;  
Total Quality Management Applications, Nilgün Sarp, 2017