

Course Description					
Name	Code	Semester	T+A Hour	Credit	ECTS
TOTAL QUALITY MANAGEMENT	İK2133150	Fall Semester	2+0	2	4
Prerequisites Courses					
Recommended Elective Courses					
Language of Instruction	Turkish				
Course Level	Short Cycle (Associate's Degree)				
Course Type	Elective				
Course Coordinator	Lect. Ceyda SARI				
Name of Lecturer(s)	Lect. Songül ZEHİR				
Assistant(s)					
Aim	The objectives of this course is to introduce the main principles of business and social excellence, to generate knowledge and skills of students to use models and quality management methodology for the implementation of total quality management in any sphere of business and public sector.				
Course Content	This course contains; Concepts of quality; Core values and paradigms for TQM,Management and the historical Development of Total Quality Management,Quality Control, Quality Assurance and Total Quality Management, Customer Satisfaction, Retention, and Loyalty,ISO 9000 Quality Management System,Accreditation, Calibration and EFQM Modell,Turkish Accreditation Agency (TÜRKAK), international/National Quality Awards,Essential factors of affecting quality management systems (Strategy, Mission, Vision, Values, Customer Orientation, Benchmarking),9. Essential factors of affecting quality management systems (Prosesmanagement, KAİZEN and Teamwork),Quality Control Circle and Features of Quality Circle,Statistical Quality Control Methods,TQM İmplementation : Planning process,TQM İmplementation : Quality Planning Techniques,TQM İmplementation : Quality Planning Techniques.				
Course Learning Outcomes				Teaching Methods	Assessment Methods
1. Will be able to learn the historical development of quality and total quality management.				16, 9	A
1.1. Defines Quality and Total Quality Management.					
1.2. Knows Quality Gurus.					
1.3. Explains the historical development of quality.					
2. will be able to explain Total Quality Management and its elements.				16, 9	A
2.1. Distinguishes the concepts of Strategy, Mission, Vision and Values.					
3. Will be able to explain the concepts of Accreditation-Calibration and will be able to recognize the Turkish Accreditation Agency (TÜRKAK).				16, 9	A
3.1. Knows the benefits of the general qualifications of accreditation and the basic elements of the process.					
3.2. Recognizes the European Accreditation Union and the International Accreditation Forum.					
3.3. Knows the advantages of calibrating.					
3.4. Knows the establishment and duties of the Turkish Accreditation Agency.					
4. Will be able to know the Excellence Model, EFQM Excellence Model, the purpose of the establishment of the Turkish Quality Department and Quality Awards in Turkey.				14, 16, 4, 9	A
4.1. Explains the Excellence Model and knows the Deming Quality Award.					
4.2. Explains the EFQM Excellence Model.					
4.3. Has an opinion on The Quality Department of Turkey (Kalder the purpose and the purpose of the establishment.					
5. Will be able to know the steps of Total Quality Management Application and to distinguish between standard definition, types and standardization concepts.				14, 18, 9	A
5.1. Defines the ISO Quality Management System.					
5.2. Knows the benefits of standardization.					
6. will be able to explain Quality Control Circles.				13, 18, 19, 4, 9	A
6.1. Defines Quality Circles and Knows the History and Objectives of Quality Circles.					
6.2. Explains the Organization Steps and the Functioning of Quality Circles.					
7. Will be able to use the Techniques Used in Quality Control Circles in Problem Solving.				12, 13, 14, 18, 19, 9	A
7.1. Applies the process Flow Diagram and Cause-and-Effect Diagram.					
7.2. Implements other Statistical Quality Control Methods.					
Teaching Methods	12: Problem Solving Method, 13: Case Study Method, 14: Self Study Method, 16: Question - Answer Technique, 18: Micro Teaching Technique, 19: Brainstorming Technique, 4: Inquiry-Based Learning, 9: Lecture Method				
Assessment Methods	A: Traditional Written Exam				
Lecture Schedule					
Sequenc e	Topics	Preliminary Preparation			
1	Concepts of quality; Core values and paradigms for TQM				
2	Management and the historical Development of Total Quality Management				
3	Quality Control, Quality Assurance and Total Quality Management				
3	Customer Satisfaction, Retention, and Loyalty				
5	ISO 9000 Quality Management System				
6	Accreditation, Calibration and EFQM Modell				
7	Turkish Accreditation Agency (TÜRKAK), international/National Quality Awards				
8	Essential factors of affecting quality management systems (Strategy, Mission, Vision, Values, Customer Orientation, Benchmarking)				
9	9. Essential factors of affecting quality management systems (Prosesmanagement, KAİZEN and Teamwork)				
10	Quality Control Circle and Features of Quality Circle				
11	Statistical Quality Control Methods				

Vocational School of Social Sciences / Human Resource Management
2024 - 2025 Academic Year
TOTAL QUALITY MANAGEMENT
Syllabus

Lecture Schedule		
Sequence	Topics	Preliminary Preparation
12	TQM Implementation : Planning process	
13	TQM Implementation : Quality Planning Techniques	
14	TQM Implementation : Quality Planning Techniques	
Evaluation Methods		Weight(%)
Midterm Exam		40
General Exam		60

Resources
Textbook has given. Quality Management for Organizational Excellence, David L. Goetsch, Stanley B. Davis, Nobel Akademik, 2016