Course Syllabus

Code - Course Title	**TRZ297 - Quality Management in Tourism**
Course Type	III. SEMESTER
Laboratory + Practice	2+0
ECTS	**3.0**
Language of Instruction	Türkçe
Course Type	Required Courses
Course Instructor(s)	PROF. DR. DİLEK ACAR

Mode of Delivery	Face to face
Prerequisites	None
Courses Recomended	None
Recommended Resources	Artuğer, S. (2021). Turizm İşletmelerinde Hizmet Kalitesi ve Toplam Kalite Yönetimi. Ankara: Detay Publishing.
Work Placement	None

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Weeks	Learning Outcomes	Topics	Teaching Methods
Week - 1		Fundamentals of Quality	
Week - 2		Quality control and quality assurance	
Week - 3		Standard and standardization	
Week - 4		Quality Management Systems	
Week - 5		ISO standards	
Week - 6		Quality in strategic management	
Week - 7		Service quality	
Week - 8		Service quality dimensions	
Week - 9		Service quality measurement models	
Week - 10		Service quality in tourism	
Week - 11		Total quality management	
Week - 12		Total quality management approaches and methods	
Week - 13		Total quality management in tourism firms	
Week - 14		Total quality management in tourism firms	

Learning Outcomes

#	Learning Outcome
1	Explain the fundamentals of the quality
2	Implement the quality management systems
3	Explain the service quality

Sustainable Development Goals

No content has been provided.

Course Theme

No content has been provided.

AKTS Workload

Activity	Duration (Hour)	Count	Workload
Teorik Derse Katılım	0	0	0
Sınıf Dışı Çalışma (Ön Hazırlık & Pekiştirme Amaçlı)	0	0	0
Ödevler	0	0	0
Proje - Rapor - Sunum Hazırlama	0	0	0
Ara Sınav Hazırlığı (sınav süresi dahil)	0	0	0
Final Sınavı Hazırlığı (sınav süresi dahil)	0	0	0
Uygulama (Laboratuvar, Müzik/Enstrüman Uygulaması, Atölye/Saha Çalışması vb.)	0	0	0
Staj Uygulaması	0	0	0
		Calculated ECTS	**0**

Assessment Method and Passing Requirements

No content has been provided.

Assessment Method and Passing Requirements	Quamtity	Percentage (%)
1.Midterm Exam	1	40
Final Exam	1	60
	Sum (%)	**100**