Course Syllabus

Code - Course Title	**İŞL598 - Quality Management**
Course Type	II. SEMESTER
Laboratory + Practice	3+0
ECTS	**6.0**
Language of Instruction	Türkçe
Course Type	Elective Courses
Course Instructor(s)	PROF. DR. NURAY TOKGÖZ

Mode of Delivery	Face to face
Prerequisites	NA
Courses Recomended	Strategic Management
Recommended Resources	Kavrakoğlu, İ. (2000). Toplam Kalite Yönetimi. İstanbul: Kampüs A. Ş. Yayınlarılmai, M. (2014). Gemba Kaizen (Çev.: Oygur Yamak), Ankara: Nobel Akademik Yayıncılık Ltd. Şti.Çetin, C. (2013). Toplam Kalite Yönetimi, İstanbul: Beta Yayınevi.Şimşek, H. (2013). Toplam Kalite Yönetimi Kuram İlkeler Uygulamalar, Ankara: Seçkin Yayıncılık.
Work Placement	NA

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Weeks	Learning Outcomes	Topics	Teaching Methods
Week - 1		Quality Management and Related Concepts	
Week - 2		The Vanguards of Quality	
Week - 3		The Components of Quality Management	
Week - 4		The Tools of Quality Management	
Week - 5		Models of Quality Management	
Week - 6		Scientific Researchs: Quality management and competitive advantage	
Week - 7		Scientific Research: Using quality tools and obtaining organizational performance	
Week - 8		Scientific researchs: Culture, quality management and organizational perfomance	
Week - 9		Quality Standards in Manufacturing Sector	
Week - 10		Quality Standards in Service Sector	
Week - 11		Special Subject: Quality in Hospital Management	
Week - 12		Special Subject: Quality in Aviation Companies	
Week - 13		Special Subject: Quality in Otomotive Industry	

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Weeks	Learning Outcomes	Topics	Teaching Methods
Week - 14		Special Subject: Quality in Higher Education	

Learning Outcomes

#	Learning Outcome
1	Students will be able to link between Economic development, Quality and Competitive power
2	Students will be able to explain principles, processes and models of quality management.
3	Students will be able to understand antecedents and outcomes of quality.
4	Students will be able to differentiate quality standards in terms of diverse sectors.

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.