## Course Syllabus

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| **Code - Course Title** | **İŞL360U -** |
| **Course Type** | II. SEMESTER |
| **Laboratory + Practice** | 0+0 |
| **ECTS** | **5.0** |
| **Language of Instruction** | İngilizce |
| **Course Type** | Elective Courses |
| **Course Instructor(s)** | Associated Prof. Didem Pasaoglu Bas |

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| **Mode of Delivery** | Distance Education |
| **Prerequisites** | There is no prerequisite or co-requisite for this course. |
| **Courses Recomended** | No recommended optional programme is required |
| **Recommended Resources** | Educational and sectoral publications |
| **Work Placement** | No work placement |

## Course Syllabus

| Weeks | Learning Outcomes | Topics | Teaching Methods |
|---|---|---|---|
| **Week - 1** | | Philosophy and Concepts of Quality Management | |
| **Week - 2** | | Philosophy and Concepts of Quality Management | |
| **Week - 3** | | Quality Management, Ethics, and Corporate Social Responsibility | |
| **Week - 4** | | Quality Management, Ethics, and Corporate Social Responsibility | |
| **Week - 5** | | Leadership and Quality Culture | |
| **Week - 6** | | Leadership and Quality Culture | |
| **Week - 7** | | Midterm | |
| **Week - 8** | | Human Resource Management and Quality | |
| **Week - 9** | | Quality Standards, Accreditation and Self-Evaluation Models | |
| **Week - 10** | | Quality Standards, Accreditation and Self-Evaluation Models | |
| **Week - 11** | | Statistical Process Control | |
| **Week - 12** | | Continuous Improvement and Lean Quality Management | |
| **Week - 13** | | Change Management and Implementation of Total Quality Management | |
| **Week - 14** | | Final Examination | |

## Learning Outcomes

| # | Learning Outcome |
|---|---|
| 1 | Knows the basic principles and history of quality, quality management, total quality management. |
| 2 | Defines quality, quality products and services, lists the differences between them. |
| 3 | Defines the importance of quality in organizations. |
| 4 | Explain the emergence of the quality system in organizations. |
| 5 | Explain the indicators of quality management in organizations. |
| 6 | Explains researchers, models, standards and tools that direct total quality management. |
| 7 | Counts the pioneers in total quality management and explains its principles. |
| 8 | Lists total quality management models and features. |
| 9 | Defines total quality standards and tools. |
| 10 | Explains total quality practices in organizations. |
| 11 | Explains total quality management culture, organization and quality improvement tools, quality measurement. |
| 12 | List the standards and legal regulations used in organizations. |
| 13 | Explains the legal regulations about quality in business. |
| 14 | Explain the elements, importance and function of management information system in business. |
| 15 | Defines quality performance measurement and quality strategy in the enterprise. |

## 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 | 30 |
| Final Exam | 1 | 70 |
| | **Sum (%)** | **100** |