ÇANKAYA UNIVERSITY
Faculty of Economics and Administrative Sciences
Course Definition Form

Part I.   Basic Course Information

Department Name *Use capital letters only*	MANAGEMENT		Dept. Numeric Code		

Course Code	Dept. Code+Course No: M A N 4 2 1	Number of weekly lecture hours	3	Number of weekly lab/ tutorial hours	-	Number of Credit Hours	3

Course Web Site *Use capital letters only*		ECTS Credit	0 5

Course Name
This information will appear in the printed catalogs and on the web online catalog.

English Name *maximum 40 characters*
Total Quality Management

Abbreviated English Name *maximum 15 characters*
TQM

Turkish Name *maximum 40 characters*
Toplam Kalite Yöntemi

Abbreviated Turkish Name *maximum 15 characters*
TKY

Prerequisites (if any) *Give course codes and check all that are applicable.*	1st [ ] 2nd [ ] 3rd [ ] 4th [ ] ☐ Consent of the Instructor ☐ Give others, if any. ☐ Senior Standing
Co-requisites (if any)	1st [ ] 2nd [ ] 3rd [ ] 4th [ ]

Course Type *Check all that are applicable*			
☐ Must course for Dept.	☐ Must course for other dept(s)	☒ Elective course for Dept.	☒ Elective course for other dept(s)

Part II. Detailed Course Information

Justification for the proposal *Maximum 80 words*
Total Quality Management is challengingly one of the most important new ideas which have emerged across the operations management scene. The philosophy behind Total Quality Management motivates people for better quality, encourages innovations, makes the organization adaptable to change, integrates the business arising out of a common target, and all these provide the organization with a distinctive competitive edge.

Course Description   *Provide a brief overview of what is covered during the semester. This information will appear in the printed catalogs and on the web online catalog.*   *Maximum 60 words.*
This course focuses on the basic quality concepts, which are leadership commitment, customer focus, employee involvement/teamwork, continuous process improvement. Topics included are: quality systems, cost of quality, continuous improvement tools, statistical process control, customer measurement, managing change and benchmarking, implementation of TQM.

Course Objectives   *Explain the aims of the course. Maximum 100 words.*
Create an awareness of the quality management issues in real life organizations.   Provide profound understanding of quality improvement tools to be used for continuous improvement .   Provide skills in critically assessing the total quality management efforts in real life organizations.   Provide students with a fundamental understanding of basic quality management principles in which all aspects of an organization achieve quality.   Enhance the student's understanding and interpretation of the statistical quality control charts.   Provide skills in analyzing quality related problems in organizations and expressing them using total quality management tools.   Enable the students to develop theories to be used in implementing quality management principles.   Enable the students to develop strategies for organizational quality initiated change to implement total quality management .

Learning Outcomes   *Explain the learning outcomes of the course. Maximum 10 items.*
After completion of this course, it is expected the student will: 1. Compare different methods, and approaches for quality management theory and practices.   2. Critically assess the total quality management efforts in real life organizations.   3. Have a profound understanding of quality improvement tools to be used for continuous improvement.   4. Be aware of the importance of teamwork in implementing quality improvement efforts.   5. Understand the key role of the managers in managing quality systems.   6. Be able to identify the needs of internal/external customers.   7. Gain skills in controlling the quality systems using various kind of statistical quality control charts.   8. Be able to analyze quality related problems in organizations and express them using total quality management tools.   9. Develop theories to be used in implementing quality management principles and manage quality principles,   10. Develop strategies for organizational quality initiated change to implement total quality management .

Course Outline
List the topics covered within each week.

Week	Topic(s)
1	Introduction to Quality
2	Dicussion of Quality Products and Quality Processes
3	Measures of Quality Product and Quality Process: The Traditional Approach
4	Theoretical Basis of Total Quality Management
5	Other Methods to Measure the Cost of Quality
6	Continuous Improvement: Basic Tools
7	Midterm Exam
8	Continuous Improvement: Statistical Process Control
9	Six Sigma

10	Customer Measurement I. Traditional Multi-Attribute Methods
11	Customer Measurement II. Quality Function Deployment
12	Initiating TQM: Managing Change
13	Reengineering and TQM.
14	Benchmarking.

Textbook(s)
List the textbook(s), if any, and other related main course materials.

Author(s)	Title	Publisher	Publication Year	ISBN
Ashok Rao and et al.	Total Quality Management - A Cross Functional Perspective	John Wiley & Sons	1996	0-471-10804-9

Reference Books
List the reference books as supplementary materials, if any.

Author(s)	Title	Publisher	Publication Year	ISBN
John Bark	The Essence of Total Quality Management	Prentice Hall	2000	0-135-73114-3
Paul James	Total Quality Management – An Introductory Text	Prentice Hall	1996	0-13-207119-3

Teaching Policy
Explain how you will organize the course (lectures, laboratories, tutorials, studio work, seminars, etc.)

A variety of teaching approaches used including lectures, in-class exercises, homework, project, case analysis and presentation, and class discussion of important issues. A cooperative, student-centered learning is utilized to reach a high level of student involvement. Students have to develop projects in groups of 3 to 4.

Laboratory
Give the number of laboratory/studio hours required per week, if any, to do supervised laboratory, and list the names of the laboratories in which these sessions will be conducted.

N/A

Computer Usage
Briefly describe the computer usage and the hardware/software requirements in the course.

A readily available code for statistical evaluations is asked to be used.

Grading Policy
List the assessment tools and their percentages that may give an idea about their relative importance to the end-of-semester grade.

Assessment Tool	Quantity	Percentage	Assessment Tool	Quantity	Percentage	Assessment Tool	Quantity	Percentage
Midterm exam	1	20 %						
Project	1	30 %						
Homework	3	5 %						
Final exam	1	45 %						

ECTS Workload
List all the activities considered under the ECTS.

Activity	Quantity	Duration (hours)	Total Workload (hours)
Attending Lectures (*weekly basis*)	14	3	42
Attending Labs/Recitations (*weekly basis*)	-	-	-
Preparation beforehand and finalizing of notes (*weekly basis*)	14	1	14
Collection and selection of relevant material (*once*)	1	5	5
Self study of relevant material (*weekly basis*)	14	1	14
Homework assignments/Examples	3	5	15
Preparation for Quizzes	-	-	-
Preparation for Midterm Exams (*including the duration of the exams*)	1	10	10
Preparation of Term Paper/Case Study Report (*including oral presentation*)	-	-	-
Preparation of Term Project/Field Study Report (*including oral presentation*)	1	50	50
Preparation for Final Exam (*including the duration of the exam*)	1	10	10
TOTAL WORKLOAD			160
TOTAL WORKLOAD **/** 30			5.33
ECTS Credit			**5**

Program Qualifications vs. Course's Learning Outcomes

Consider the below program qualifications determined in terms of learning outcomes of all the courses in the curriculum and capabilities. Look at the learning outcomes of this course given above. Relate these two using the Likert Scale by marking with X in one of the five choices at the right..

No	Program Qualifications (Specific to each program)	Contribution				
		0	1	2	3	4
1	Acquire detailed knowledge concerning the economic and legal environment in which the business entities operate.	X				
2	Have profound theoretical background knowledge in basic business functions comprising organization and management, accounting, finance, marketing, and production and operations management.			X		
3	Obtain basic and intermediate level knowledge in quantitative techniques and methods that are predominantly used in business and management.				X	
4	Have more specific knowledge in one of the business functions (including the mastery of quantitative approaches) that he/she has chosen to specialize.					X
5	Be able to apply the professional knowledge necessary to establish and/or run a business, or a department within a business entity.			X		
6	Be able to collect, edit, analyze, and interpret the representative data by applying both qualitative and quantitative methods in order to identify and clearly define the business problems and to develop insight and solutions.					X
7	Be able to adequately communicate upon analyses, findings, inferences, and recommendations with his/her superiors, team members, colleagues, and subordinates both in written and oral form.					X
8	Be thereby qualified to conduct research in business administration and management.				X	
9	Be appropriately trained to fulfill his/her responsibilities in team work both as a leader and an expert.			X		
10	Acquire the necessary skills to communicate effectively with the stakeholders of an organization so that he/she can become capable of analyzing the needs of the stakeholders and based on these analyses developing the objectives of the organization.			X		
11	Gain self-evaluation skills to identify exactly his/her self-learning and self-improvement needs, being at the same time equipped with the capacity to follow advanced courses and degree studies.					X
12	Gain the ability to evaluate the organization that he/she is affiliated with and the ability to assess the knowledge that he/she has acquired in a critical perspective.					X
13	Be able to use English, which is the medium of instruction in the department, at least in European Language Portfolio B1 General Level.					X
14	Be able to use information technologies applicable to business administration and management at European Computer Usage License Basic Level.			X		
15	Be directed towards the behavioral patterns and responsibilities of a business administrator in terms of quality awareness, occupational safety and health, in-service training, environmental issues, social responsibilities, and social, organizational and business ethics.					X
16	Be inclined to encourage innovation and continuous improvement within the organization in which he/she takes responsibilities.					X

Contribution Scale to a Qualification: **0**-None, **1**-Little, **2**-Medium, **3**-Considerable, **4**-Largest