

## İndirilme Tarihi

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## GİK120 - QUALITY MANGEMENT SYSTEMS - Gülşehir Sosyal Bilimler Meslek Yüksekokulu - Yönetim ve Organizasyon Bölümü

### General Info

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#### Objectives of the Course

Quality management systems within organizations has provided the marginal utility of today's increasingly competitive environment, organizations must implement a management approach is now stating that provide information regarding what should be done about it.

#### Course Contents

The manifestation of Quality management systems by emphasizing its functions in organizations.

#### Recommended or Required Reading

Doç.Dr. TUNA Muharrem, GÜLER İlkay(2012) Kalite Yönetim Sistemleri, Detay Yayıncılık ,Ankara

#### Planned Learning Activities and Teaching Methods

#### Lecturing, Questions -answers

#### Recommended Optional Programme Components

#### Conducting research on the topic before the lesson

#### Instructor's Assistants

There is no assistant teaching staff

#### Presentation Of Course

#### Face to face

#### Dersi Veren Öğretim Elemanları

Inst. Dr. Evren Arı

### Program Outcomes

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1. Can evaluate what quality is and how to ensure quality in organizations.mportance of manufacturing and service sectors.
2. Can evaluate the learning of the methods and acquiring skills necessary to create quality.ent System.
3. Can answer questions about the historical development of quality
4. Can create quality circles
5. Can evaluate the characteristics of total quality management
6. Can make comparisons about rival companies
7. Evaluate the ideas of scientists who contribute to quality management.
8. Can evaluate quality improvement tools
9. Have knowledge about which cost items can be reduced and quality can be increased.
10. Can evaluate quality management systems

| Order | PreparationInfo                                                                                                 | Laboratory TeachingMethods | Theoretical                                                             | Practise |
|-------|-----------------------------------------------------------------------------------------------------------------|----------------------------|-------------------------------------------------------------------------|----------|
| 1     | Doç.Dr. TUNA Muharrem, GÜLER İlkay(2012) Kalite Yönetim Sistemleri, Detay Yayıncılık ,Ankara ( sf: 1-4)         |                            | Fundamentals of Quality, Concept of Quality and Dimensions of Quality   |          |
| 2     | Doç.Dr. TUNA Muharrem, GÜLER İlkay(2012) Kalite Yönetim Sistemleri, Detay Yayıncılık ,Ankara ( sf: 4-9)         |                            | Historical Development of Quality                                       |          |
| 3     | Doç.Dr. TUNA Muharrem, GÜLER İlkay(2012) Kalite Yönetim Sistemleri, Detay Yayıncılık ,Ankara ( sf: 9-13)        |                            | Objectives of Quality, Meaning and Importance of Quality for Businesses |          |
| 4     | Doç.Dr. TUNA Muharrem, GÜLER İlkay(2012) Kalite Yönetim Sistemleri, Detay Yayıncılık ,Ankara ( sf: 14-17)       |                            | Kaliteyi Etkileyen Faktörler                                            |          |
| 5     | Doç.Dr. TUNA Muharrem, GÜLER İlkay(2012) Kalite Yönetim Sistemleri, Detay Yayıncılık ,Ankara ( sf: 21-25)       |                            | Total Quality Management                                                |          |
| 6     | Doç.Dr. TUNA Muharrem, GÜLER İlkay(2012) Kalite Yönetim Sistemleri, Detay Yayıncılık ,Ankara ( sf: 23-26)       |                            | Objectives and Characteristics of TQM                                   |          |
| 7     | Doç.Dr. TUNA Muharrem, GÜLER İlkay(2012) Kalite Yönetim Sistemleri, Detay Yayıncılık ,Ankara ( sf: 26-31)       |                            | Principles of TQM                                                       |          |
| 8     |                                                                                                                 |                            | midterm exam                                                            |          |
| 9     | Doç.Dr. TUNA Muharrem, GÜLER İlkay(2012) Kalite Yönetim Sistemleri, Detay Yayıncılık ,Ankara ( sf: 36,38,42-43) |                            | Benefits of TQM and Factors Inhibiting TQM                              |          |
| 10    | Doç.Dr. TUNA Muharrem, GÜLER İlkay(2012) Kalite Yönetim Sistemleri, Detay Yayıncılık ,Ankara ( sf: 47-54)       |                            | Definition and Operation of Quality Circles                             |          |
| 11    | Doç.Dr. TUNA Muharrem, GÜLER İlkay(2012) Kalite Yönetim Sistemleri, Detay Yayıncılık ,Ankara ( sf:63-69)        |                            | Standard and Standardization, Types of Standards                        |          |
| 12    | Doç.Dr. TUNA Muharrem, GÜLER İlkay(2012) Kalite Yönetim Sistemleri, Detay Yayıncılık ,Ankara ( sf:74-80)        |                            | Duties and Activities of the Turkish Standards Institution              |          |
| 13    | Doç.Dr. TUNA Muharrem, GÜLER İlkay(2012) Kalite Yönetim Sistemleri, Detay Yayıncılık ,Ankara ( sf:85-89)        |                            | Quality Management Systems                                              |          |
| 14    | Doç.Dr. TUNA Muharrem, GÜLER İlkay(2012) Kalite Yönetim Sistemleri, Detay Yayıncılık ,Ankara ( sf:90-95)        |                            | Documents Used in the Quality Management System                         |          |
| 15    | Doç.Dr. TUNA Muharrem, GÜLER İlkay(2012) Kalite Yönetim Sistemleri, Detay Yayıncılık ,Ankara                    |                            | General repeat                                                          |          |

Workload

| Activities                   | Number | PLEASE SELECT TWO DISTINCT LANGUAGES |
|------------------------------|--------|--------------------------------------|
| Vize                         | 1      | 1,00                                 |
| Final                        | 1      | 1,00                                 |
| Derse Katılım                | 14     | 3,00                                 |
| Ders Öncesi Bireysel Çalışma | 8      | 2,00                                 |
| Ara Sınav Hazırlık           | 2      | 3,00                                 |
| Final Sınavı Hazırlık        | 2      | 3,00                                 |
| Ev Ödevi                     | 6      | 3,00                                 |
| Teorik Ders Anlatım          | 0      | 0,00                                 |
| Teorik Ders Anlatım          | 0      | 0,00                                 |
| Teorik Ders Anlatım          | 0      | 0,00                                 |
| Teorik Ders Anlatım          | 0      | 0,00                                 |
| Teorik Ders Anlatım          | 0      | 0,00                                 |
| Teorik Ders Anlatım          | 0      | 0,00                                 |
| Teorik Ders Anlatım          | 0      | 0,00                                 |
| Teorik Ders Anlatım          | 0      | 0,00                                 |
| Teorik Ders Anlatım          | 0      | 0,00                                 |
| Teorik Ders Anlatım          | 0      | 0,00                                 |
| Vize                         | 0      | 0,00                                 |
| Teorik Ders Anlatım          | 0      | 0,00                                 |
| Teorik Ders Anlatım          | 0      | 0,00                                 |
| Teorik Ders Anlatım          | 0      | 0,00                                 |
| Teorik Ders Anlatım          | 0      | 0,00                                 |
| Teorik Ders Anlatım          | 0      | 0,00                                 |

Assesments

| Activities | Weight (%) |
|------------|------------|
| Ara Sınav  | 40,00      |
| Final      | 60,00      |

|         | P.O. 1 | P.O. 2 | P.O. 3 | P.O. 4 | P.O. 5 | P.O. 6 | P.O. 7 | P.O. 8 | P.O. 9 | P.O. 10 | P.O. 11 |
|---------|--------|--------|--------|--------|--------|--------|--------|--------|--------|---------|---------|
| L.O. 1  |        |        | 1      | 1      |        |        |        |        |        |         |         |
| L.O. 2  |        | 1      | 1      |        |        |        |        |        |        |         |         |
| L.O. 3  | 1      | 2      |        | 1      |        |        |        |        |        |         |         |
| L.O. 4  | 1      | 1      |        |        |        |        |        |        |        |         |         |
| L.O. 5  | 1      |        | 1      | 1      |        |        |        |        |        |         |         |
| L.O. 6  | 1      | 1      | 1      |        |        |        |        |        |        |         |         |
| L.O. 7  |        |        |        | 1      |        |        |        |        |        |         |         |
| L.O. 8  |        |        | 1      | 1      |        |        |        |        |        |         |         |
| L.O. 9  |        |        | 1      | 1      |        |        |        |        |        |         |         |
| L.O. 10 |        |        | 1      | 1      |        |        |        |        |        |         |         |

Table :

- P.O. 1 :** Business, Economics, Law, Sociology, Mathematics, Statistics, Management, human resource management will have a basic knowledge about the theoretical and practical.
- P.O. 2 :** Human Resources Management uses the basic and current technical information.
- P.O. 3 :** Develop solutions to the problems encountered using the techniques of Human Resource Management, it respects the recommendations of the problem by creating a team to share responsibility and undertake necessary for this purpose.
- P.O. 4 :** Access to information related to Human Resource Management, yararlanlar?n? work selecting, understanding, interpretation, and learns to use the skills and lifelong learning by improving apply.
- P.O. 5 :** Human Resource Management-related data collection, processing, and publicizing the results of stages of the social, scientific, cultural and ethical values, act accordingly.
- P.O. 6 :** The universality of social rights, social justice, quality and cultural values, is conscious of environmental protection and worker health and safety.
- P.O. 7 :** Communicate effectively in oral and written Turkish.
- P.O. 8 :** The European Language Portfolio A2 Level General English in the field of Human Resource Management using the track information.
- P.O. 9 :** Basic level of European Computer User License along with computer software uses information and communication technologies specific to the Human Resources Administration.
- P.O. 10 :** Knows Atatürk's principles and interests, and have them
- P.O. 11 :** Economics, business administration, marketing concepts and techniques of accounting knows.
- L.O. 1 :** Can evaluate what quality is and how to ensure quality in organizations.mportance of manufacturing and service sectors.
- L.O. 2 :** Can evaluate the learning of the methods and acquiring skills necessary to create quality.ent System.
- L.O. 3 :** Can answer questions about the historical development of quality
- L.O. 4 :** Can create quality circles
- L.O. 5 :** Can evaluate the characteristics of total quality management
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- L.O. 10 :** Can evaluate quality management systems