

COURSE RECORD

Code	BA 441
Name	Quality Management
Hour per week	3 (3+0)
Credit	3
ECTS	5
Level/Year	Undergraduate/3-4
Type	Elective
Prerequisites	
Description	This course provides students with concepts, techniques and tools to design, organize and improve quality management of an organization. Quality of goods and services has become the key factor for success in business. At the end of the course students will have a fair understanding of the role Quality Management plays in business processes.
Objectives	Providing concepts, techniques, and tools to design, analyze, and improve quality management of an organization. Outlining the role of quality management in the overall business strategy of the firm. Improving the quality management of the firm.
Learning Outcomes	<i>By the end of the course, the student will be able to</i> LO1. Demonstrate the key dimensions of quality management in the overall business strategy of the firm. LO2. Explain the interdependence of the quality system with other key functional areas of the firm. LO3. Identifying current trends related to quality management. LO4. Applying the usage of quality control methods for the analysis and solution of organizations' problems.

CONTRIBUTION TO PROGRAMME OUTCOMES*

	P01	P02	P03	P04	P05	P06	P07	P08	P09	P010
LO1	5	3	5	5	0	3	4	5	3	5
LO2	5	5	3	2	0	3	4	5	3	2
LO3	5	3	3	5	0	3	5	5	3	2
LO4	5	5	3	2	2	3	5	5	3	5

* Contribution Level: 0: None, 1: Very Low, 2: Low, 3: Medium, 4: High, 5: Very High

CONTRIBUTION TO INSTITUTIONAL LEARNING OUTCOMES*

	ILO1	ILO2	ILO3	ILO4	ILO5	ILO6	ILO7
LO1	5	4	4	3	2	3	4
LO2	3	4	3	3	2	3	4
LO3	5	4	5	3	2	3	5
LO4	5	4	4	3	2	3	4

* Contribution Level: 0: None, 1: Very Low, 2: Low, 3: Medium, 4: High, 5: Very High

COURSE CONTENT DETAILS

Topics	Outcomes
Summary of Topics and Objectives of Quality Management Course	LO1
Differing Perspectives on Quality and Quality Theory	LO1
Global Supply Chain Quality and International Quality Standards	LO1, LO2, LO3
Strategic Quality Planning	LO1, LO2
The Voice of the Customer	LO1, LO2
The Voice of the Market	LO1, LO2
Quality and Innovation in Product and Process Design	LO3, LO4,
The Tools of Quality	LO2, LO3, LO4
Six Sigma Management and Lean Tools	LO2, LO3, LO4
Managing Quality Improvement Teams and Projects	LO2, LO3, LO4

Implementing and Validating the Quality System

L02, L03, L04

DERS BİLGİLERİ

Kodu	BA 441
İsmi	Kalite Yönetimi
Haftalık Saati	3 (3+0)
Kredi	3
AKTS	5
Seviye/Yıl	Lisans/3-4
Dersin Dili	İngilizce
Tip	Seçmeli
Ön Şart	
İçerik	Bu ders, öğrencilere bir kuruluşun kalite yönetimini tasarlamak, düzenlemek ve iyileştirmek için kavramlar, teknikler ve araçlar sağlamaktadır. Mal ve hizmet kalitesi, iş dünyasında başarının temel faktörü haline gelmiştir. Dersin sonunda öğrenciler, Kalite Yönetiminin iş süreçlerinde oynadığı rol hakkında genel bir anlayışa sahip olacaklardır.