

**COURSE RECORD**

Code	<b>BA 441</b>
Name	<b>Quality Management</b>
Hour per week	3+0(Theory + Practice)
Credit	3
ECTS	5
Level/Year	Undergraduate/4
Semester	Spring
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	This course aims to <ul style="list-style-type: none"> <li>• endow the student with concepts, techniques and tools to design, analyze and improve quality management of an organization.</li> <li>• endow students with the role of quality management in the overall business strategy of the firm.</li> <li>• Improve the quality management of the firm</li> </ul>
Learning Outcomes	<i>By the end of this course, students will be able to</i> LO1 Demonstrate the key dimensions of quality management in the overall business strategy of the firm LO2 Describe the interdependence of the quality system with other key functional areas of the firm. LO3 Identify current trends related to quality management. LO4 Determine if a process is in control and its capability LO5 Apply the usage of quality control methods for the analysis and solution of organizations' problems.

**CONTRIBUTION TO PROGRAMME OUTCOMES\***

	PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10
LO1	5	5	5	5	0	0	0	4	4	5
LO2	5	5	3	5	5	5	5	4	4	5
LO3	5	5	3	5	0	0	5	5	5	5
LO4	5	5	3	5	0	0	5	5	4	5
LO5	5	5	5	5	5	5	5	5	5	5

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

**COURSE CONTENT DETAILS**

<b>Topic</b>	<b>Outcomes</b>
Summary of Topics and Objectives of Quality Management Course	L01
Differing Perspectives on Quality and Quality Theory	L01-L02
Global Supply Chain Quality and International Quality Standards	L01-L02-L03
Strategic Quality Planning	L01-L02-L03
The Voice of the Customer	L03-L04-L05
The Voice of the Market	L03-L04-L05
Quality and Innovation in Product and Process Design	L03-L04-L05
The Tools of Quality	L03-L04-L05
Six Sigma Management and Lean Tools	L03-L04-L05
Managing Quality Improvement Teams and Projects	L02-L03-L04-L05
Implementing and Validating the Quality System	L01-L04-L05

**DERS BİLGİLERİ**

Kodu	<b>BA 441</b>
İsmi	<b>Kalite Yönetimi</b>
Haftalık Saati	3+0 (Teori + Pratik)
Kredi	3
AKTS	5
Seviye/Yıl	Lisans/4
Dönem	Bahar
Dersin Dili	İngilizce
Tip	Seçmeli
Ön Şart	
İçerik	Bu ders, bir organizasyonun kalite yönetimini tasarlamak, düzenlemek ve geliştirmek için kavramlar, teknikler ve araçları sunmaktadır. Bu ders stratejik kalite planlamasını, kalite araçlarını, kalite iyileştirme sürecini yönetmeyi, kalite sistemi uygulamalarını kapsamaktadır. Bu dersin sonunda öğrenciler, Kalite Yönetiminin iş süreçlerindeki rolünü anlamış olacaklardır.