1. Course Information (controlled by the faculty):

Name : Total Quality Management MGMT 508	Proposed knowledge and abilities:
Credit: 3	• Understand quality
Prequisite:	• Managing the quality
Objectives: The course is about how to manage in a total quality way through excellent operation.	• Implementing good quality • Adopting a strategic overview of quality
Description: Quality must be manage. It does not just happen. Understanding commitment, effective leadership, teamwork, good process management are fundamental for quality.	• Establishing effective partnerships • Design for quality

Learning Outcomes:

1. Clarify the quality and how we manage it.
2. Explains customer's need for achieving quality excellence.
3. Compute total quality management models
4. Adopting strategic overview of quality
5. How to create and change the culture
6. Techniques to establish effective collaborations
7. Discover global outsourcing
8. Compute the design process for quality excellence

Contribution of Learning Outcomes to Programme Outcomes

Learning Outcomes	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6
LO1	3	5		4	4	
LO2		5		5		
LO3		5		4	4	
LO4		5		5		3
LO5		5		5		3
LO6		5	3	4		3
LO7		5		4		4
LO8	4					4
LO9		5		4		4

Contribution Level: 1 Very Low **2** Low **3** Medium **4** High **5** Very High

2. Lecturer Information (to be filled by a lecturer):

Name and Surname: Amir Khadem	
Contact Information:	
Email: amir.khadem@akun.edu.tr	
Web-site: -	

	Expertise area:
Office tel: -	
Office hours: -	• Human Resource Management
Telephone: 05338431218	• Organizational theory
	• Organizational behaviour
	• Business ethics
Semester: 2023-2024 Fall	• Qualitative research analysis
	• Quantitative research analysis

3. Teaching method (to be filled by a lecturer):

Weekly course outline:

Week	Subject
1	Introduction/Course description
2	Understanding quality
3	TQM frameworks and models
4	Commitment, policy and culture
5	Effective leadership
6	Discussions for term project
7	Integrating TQM into the policy and strategy
8	Partnering and collaboration-Global outsourcing
9	The role of procurement in partnership-resources
10	Design for quality
11	Design quality in service sector
12	Term project presentation

Resources:

Books:	1. John S. Oakland (2014), Total Quality Management and Operational Excellence, Fourth Edition, Routledge, London and New York
Software:	Microsoft Word

Evaluation Standarts:

Grading:

A (85-100%) and **A-** (80-84%)

The student has demonstrated the ability to manage all the above outcomes with case.

B+ (75-79%), **B** (70-74%) and **B-** (66-69%)
The student has demonstrated some ability to manage all the above outcomes with case.
C+ (63-65%), **C** (60-62%) and **C-** (57-59%)
The student has demonstrated some ability to manage some of the above outcomes, but with a lot of difficulties, further study is required.
D+ (54+56%) and **D** (50-53%)
The student has demonstrated some ability to manage the above outcomes, but only at a minimum level; the student will need to study for a considerable period yet to meet the outcomes.
D- (45-50%)
The student has demonstrated only very periodic evidence of the ability to manage the above outcomes; or has made very little effort to complete the course work.
F (44 and below)
The student has not demonstrated the ability to succeed in achieving the outcomes required.
NG (nil grade)
Insufficient body of work/attendance to enable a grade.
I - Incomplete.

Grade weights:

Type	Note	Weight	Makeup
Attendance:	70 % participation in class	5 %	No
Contribution		5%	
Quiz/Homework		10%	
Project		40 %	With a report
Final:	Includes all topics	40 %	Re-sit exam

Course Learning, Teaching and Assessment Activities in the FrameworkCalculation of the workload			
Activities	**Number**	**Duration(hour)**	**Total Workload(hour)**
Hours per week (theoretical)	12	2	24
Hours per week (Lab Work)	0	0	0
Internet and library research	20	1	20
Preparing reports and presentations of homework	9	1	9
Quiz Preparation for Quiz	4	2	10
Reading	15	2	30
Supervision a) Midterm Examination b) Self-study for exam	0	0	0
Final Exam a) Exam b) Test for individual studies	1	12	10
Total Workload(hour) = 107		20	103
ECTS Credit Course= TOTAL WORKLOAD/DURATION=	**5.15**		