

**Course Profile**  
**Department of Management / Management Program**

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| Course Number: <b>MAN372</b>   | Course Title: <b>Total Quality Management</b>  |
| Required / Elective: <b>Elective</b>   | Pre / Co-requisites: -   |
| Catalog Description: Definition of Total Quality Management. The concept of Quality. Frameworks for Organizational Quality; International Quality Award Programs, Six Sigma, ISO 9000. Quality in Customer-Supplier relationships, Tools and Techniques for Total Quality. Quality Teamwork. Quality Leadership. TQ and Organizational Change.   | Textbook / Required Material: James R.Evans (2005) “Total Quality Management: Organization and Strategy”, 4th Edition, Thomson South-West. |
| Course Structure / Schedule: <b>(3+0+0) 3 / 6 ECTS</b>   |  |
| Extended Description: Upon completion of this course, students will understand the underlying philosophy of Total Quality Management. They will specifically learn the concepts and tools of TQM and its relation with some advanced topics such as reengineering and benchmarking. In addition to these learning objectives, students will be able to evaluate and criticize different companies’ TQM practices and experiences from a functional and general management perspective.   |  |
| Design content: None   | Computer usage: Microsoft Word   |
| <p>Course Outcomes: [relevant program outcomes in brackets]:</p> <p>By the end of this course, students will be able to:</p> <ol style="list-style-type: none"> <li>1. Define and describe the basic terminology of total quality management. [1,2,3]</li> <li>2. Analyze the relationship between traditional management and total quality management [1,2]</li> <li>3. Applying the tools and techniques of total quality management. [1,2,10]</li> <li>4. Discuss the relationship of TQM in services to TQM in manufacturing [1,2,3]</li> <li>5. Demonstrate knowledge on continuous improvement, six sigma, re-engineering and benchmarking. [1,2]</li> <li>6. Apply teamwork skills as they worked in teams of students for group projects. [3,4,11]</li> <li>7. Gain the ability solve quality related problems where decision making is needed. [10,12]</li> </ol> |  |
| <p>Recommended reading: Rao, Ashok et. al. (1996) “Total Quality Management: A Cross-Functional Perspective”, John Wiley.</p> <p>Turkish Quality Association, <a href="http://www.kalder.org/">http://www.kalder.org/</a></p> <p>American Society for Quality, <a href="http://www.asq.org/">http://www.asq.org/</a></p>   |  |
| Teaching methods: Lectures, slides, case study discussions, field work (group project).  |  |
| <p>Assessment methods:</p> <p>Midterms: 30 %</p> <p>Final Examination: 30 %</p> <p>Assignments, Case Studies and Quizzes: 10 %</p> <p>Group Projects: 30 %</p>   |  |

| Student Workload/ECTS (European Credit Transfer System) Tableau: |         |                  |                        |
|--|---------|------------------|------------------------|
| Activity:  | Number: | Duration (hour): | Total Workload (hour): |
| Pre- reading   | 14      | 3                | 42                     |
| Lectures   | 14      | 3                | 42                     |
| Assignments  | 2       | 2                | 4                      |
| Quizzes  | 3       | 2                | 6                      |
| Case studies   | 2       | 2                | 4                      |
| Projects   | 1       | 20               | 20                     |
| Midterm  | 1       | 15               | 15                     |
| Final Examination  | 1       | 17               | 17                     |
| TOTAL 150 hours / 25 = 6 ECTS                                    |         |                  |                        |

| Weekly Subjects and Related Preparation Studies |   |  |
|---|---|--|
| Week  | Subject                                       | Related Preparation  |
| 1   | Introduction to Quality                       | Quality Control. Dale H. Besterfield, 8th Edition, Prentice Hall, New Jersey, 2009.<br>Chapter 1 |
| 2   | Total Quality Management                      | Quality Control. Dale H. Besterfield, 8th Edition, Prentice Hall, New Jersey, 2009.<br>Chapter 2 |
| 3   | Total Quality Management                      | Quality Control. Dale H. Besterfield, 8th Edition, Prentice Hall, New Jersey, 2009.<br>Chapter 3 |
| 4   | Total Quality Management Tools and Techniques | Quality Control. Dale H. Besterfield, 8th Edition, Prentice Hall, New Jersey, 2009.<br>Chapter 3 |
| 5   | Fundamentals of Statistics                    | Quality Control. Dale H. Besterfield, 8th Edition, Prentice Hall, New Jersey, 2009.<br>Chapter 4 |
| 6   | Control charts for variables                  | Quality Control. Dale H. Besterfield, 8th Edition, Prentice Hall, New Jersey, 2009.<br>Chapter 5 |
| 7   | Midterm                                       |  |

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| 8  | Fundamentals of Probability         | Quality Control. Dale H. Besterfield, 8th Edition, Prentice Hall, New Jersey, 2009.<br>Chapter7  |
| 9  | Control Charts for Attributes       | Quality Control. Dale H. Besterfield, 8th Edition, Prentice Hall, New Jersey, 2009.<br>Chapter8  |
| 10 | Acceptance Sampling by Attributes   | Quality Control. Dale H. Besterfield, 8th Edition, Prentice Hall, New Jersey, 2009.<br>Chapter 9 |
| 11 | Reliability                         | Quality Control. Dale H. Besterfield, 8th Edition, Prentice Hall, New Jersey, 2009.<br>Chapter11 |
| 12 | Management and Planning Tools       | Quality Control. Dale H. Besterfield, 8th Edition, Prentice Hall, New Jersey, 2009.<br>Chapter12 |
| 13 | Case Presentations                  |  |
| 14 | General Review<br>Course Evaluation |  |

#### The Relationship Between Course Learning Outcomes and Program Qualifications

|   | MAN 372 TOTAL QUALITY MANAGEMENT<br><br>Program Qualifications / Outcomes                 | Level of Contribution |   |   |   |   |
|---|---|-----------------------|---|---|---|---|
|   |   | 1                     | 2 | 3 | 4 | 5 |
| 1 | Comprehend how to plan, organize, lead and control within an organizational setting       |                       |   |   | X |   |
| 2 | Integrate the theories with the real life functions.                                      |                       | X |   |   |   |
| 3 | Communicate and present ideas effectively in verbal and written.                          |                       | X |   |   |   |
| 4 | Participate in a team work effectively and increase the dynamics of the team.             |                       |   |   |   | X |
| 5 | Use computer-based technology and related packaged software.                              |                       |   |   | X |   |
| 6 | Consider the principal laws that provide the legal framework for business.                |                       |   |   | X |   |
| 7 | Hold a basic knowledge about accounting methods and their applications in business world. | X                     |   |   |   |   |
| 8 | Apply financial analysis techniques within a business environment.                        |                       |   | x |   |   |

|                                      |   |                        |   |   |  |   |
|--------------------------------------|---|------------------------|---|---|--|---|
| 9                                    | Identify the functions of marketing and their applications to business.                       |                        | X |   |  |   |
| 10                                   | Utilize basic quantitative analysis and their applications in the business world.             |                        |   | x |  |   |
| 11                                   | Apply basic principles of business processes and project management techniques.               |                        |   | X |  |   |
| 12                                   | Utilize the skills and techniques of data collection for problem solving and decision making. |                        |   | X |  |   |
| 13                                   | Achieve an interdisciplinary point of view.   |                        |   | X |  |   |
| 14                                   | Have the consciousness of business ethics and social responsibility issues.                   |                        |   |   |  | x |
| Prepared by: Dr. Aslı Tuncay Çelikel |   | Revision Date: 06/2013 |   |   |  |   |