

COURSE SYLLABUS
Vocational School

Course Code	Course Name		Credit	ECTS Value	
ISL226	QUALITY MANAGEMENT SYSTEMS		2-0-2	05	
Prerequisite Courses:					
Course Language:	Turkish	Lesson Teaching Style:	Online		
Course Type and Level:	Elective / Second Year Fourth Semester				
Title, Name and Surname of the Course Instructor		Lesson Hours	Interview Hours	Contact	
Lecturer Oğuzhan ÇAVUŞOĞLU		-	-	oguzhancavusoglu@cag.edu.tr	
Course Coordinator:	Lecturer Oğuzhan ÇAVUŞOĞLU				
Course Objectives					
Learning Outcomes of the Course	The student who successfully completes this course;			Relationships	
				Program Outcomes	Net Contribution
	1	Defines the basic principles and structure of quality management systems.		3,7	4,4
	2	Explains the requirements of national and international quality standards, especially ISO 9001:2015.		3,7	4,4
	3	Analyzes processes and documentation tools in quality management.		3,7	4,4
	4	Evaluates the quality management system of an organization with a continuous improvement approach and develops internal audit and corrective action recommendations.		3,7	4,4
Course Content:					
Course Content: (Weekly Lesson Plan)					
Week	Subject		Preparation	Teaching Methods and Techniques	
1	Evolution of Quality Concept		Course Presentation	Lecture, Socratic Method, Discussion	
2	Introduction to Quality Management and Basic Principles		Course Presentation	Lecture, Socratic Method, Discussion	
3	Quality Costs and Performance Indicators		Course Presentation	Narration	
4	Quality Standards and Certification Systems		Course Presentation	Lecture, Discussion	
5	Introduction to ISO 9001 Standard		Course Presentation	Lecture, Socratic Method, Discussion	
6	Leadership and Organizational Context within ISO 9001		Course Presentation	Narration	
7	Planning and Risk-Based Approach		Course Presentation	Narration	
8	Midterm Exam				
9	Midterm Exam				
10	Support Processes: Resources, Competence and		Course Presentation	Lecture, Discussion	

	Knowledge Management		
11	Management of Operational Processes	Course Presentation	Lecture, Socratic Method, Discussion
12	Performance Evaluation and Internal Audit	Course Presentation	Lecture, Socratic Method, Discussion
13	Continuous Improvement Approaches	Course Presentation	Lecture, Socratic Method, Discussion
14	Total Quality Management (TQM) and Application Areas	Course Presentation	Lecture, Socratic Method, Discussion
15	Quality in Higher Education Institutions	Course Presentation	Lecture, Case Study, Discussion
16	Quality in Higher Education Institutions	Course Presentation	Lecture, Case Study, Discussion
17	Final Exam		
18	Final Exam		

Resources for the Course

Textbook: Yatkin, Ahmet (2024). Total Quality Management (4th Edition). Nobel Publishing: Ankara.
 Kingır, Said (2020). Total Quality Management. Nobel Publishing: Ankara.

Suggested Sources:

Assessment and Evaluation of the Course

Events	Number	Contribution	Notes
Midterm Exam	1	%40	
Final	1	%60	

ECTS Table

Content	Number	Clock	Total
Course duration	14	2	28
Working Outside the Classroom	14	3	42
Midterm Exam (Midterm Exam Duration + Midterm Exam Preparation)	1	25	25
Final Exam (Final Exam Duration + Final Exam Preparation)	1	50	50
Total:			145
Total / 30:			145/30=4,83
ECTS Credit:			5

Past Successes
