

COURSE SYLLABUS

Vocational School

Course Code		Course Name			Credit			ECTS Value	
ISL226 QUALITY MANAGEMENT SYS			STEMS	2-0-2				05	
Prerequi site Courses:									
Course Language:		Turkish Lesson Teachin Style:			ng Online				
Cours Type Level	and	Elective / Second Year Fourth Semest	er						
Tit	le, Name ar	nd Surname of the Course Instructor	Lesson Hours	Interview Hours		Contact			
	Lectur	er Oğuzhan ÇAVUŞOĞLU	-	-			oguzhancavusoglu@ cag.edu.tr		
Cours	se dinator:	Lecturer Oğuzhan ÇAVUŞOĞLU							
		Cours	e Objectives						
							Relationships		
Learning Outcomes of the Course	The stude	nt who successfully completes this course;				Program Outcom es		Net Contribution	
omes	1	Defines the basic principles and structure of quality management systems.					,7	4,4	
Outc	2	Explains the requirements of national and international quality standards, especially ISO 9001:2015.				3,7		4,4	
rning Irse	3	Analyzes processes and documentation tools in quality management				. 3,7		4,4	
Leal	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		
Cours	se Content:								
		Course Content:	(Weekly Less	on Plan)					
Wee	k	Subject		Preparation		Teaching Methods and Techniques			
1	Evoluti	Evolution of Quality Concept				<u> </u>	ocratic Method, Discussion		
2		Introduction to Quality Management and Basic Principles		se Presentation Lectu		cture, Socratic Method, Discussion			
3	Quality	Costs and Performance Indicators	Course Presentation Narration			rration			
4	Quality Systen	v Standards and Certification กร	Course Presentation Lecture, Dis			scussion			
5	Introdu	ction to ISO 9001 Standard	Course Pres	entation	Lecture, Sociatic Method, Discussi			ethod, Discussion	
6	Leade ISO 90	rship and Organizational Context within 001	Course Pres	entation	Na	Narration			

Course Presentation

Course Presentation

Narration

Lecture, Discussion

Planning and Risk-Based Approach

Support Processes: Resources, Competence

Midterm Exam

Midterm Exam

and

7

8

9

10



Kingir, Said (2020). Total Quality Management. Nobel Publishing: Ankara. Suggested Sources: Assessment and Evaluation of the Course Events Number Contribution Midterm Exam 1 %40			917	•	0.0000000000000000000000000000000000000			
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 Quality in Higher Education Institutions Course Presentation Lecture, Case Study, 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 19 Final Exam 10 Final Exam 11 Final Exam 12 Final Exam 13 Final Exam 14 Final Exam 15 Final Exam 16 Passessment and Evaluation of the Course 20 Final Exam 20 Final Exam 21 Pinal Exam 22 Final Exam 23 Final Exam 24 Pinal Exam 25 Final Exam 26 Final Exam 27 Final Exam 28 Final Exam 29 Final Exam 29 Final Exam 29 Final Exam 20 Final Exam 21 Pinal Exam 22 Final Exam 23 Final Exam 24 Final Exam 25 Final Exam 26 Final Exam (Midterm Exam Duration + Midterm Exam Preparation) 28 Final Exam (Final Exam Duration + Final Exam Preparation) 19 Final Exam (Final Exam Duration + Final Exam Preparation) 10 Final Exam (Final Exam Duration + Final Exam Preparation) 11 Final Exam Final Exam 11 Final Exam Final Exam 12 Final Exam (Final Exam Duration + Final Exam Preparation) 19 Final Exam Fi		Knowledge Management						
Continuous Improvement Approaches Course Presentation Lecture, Socratic Method, Discussion Lecture, Case Study, Discussion Lecture, Case S	11	Management of Operational	Processes	(Course Presentation	rse Presentation Lecture, Soc		
Total Quality Management (TQM) and Application Areas 15	Performance Evaluation and Internal A			udit (Course Presentation	Lecture, So	cratic Method, Discussion	
Application Areas Quality in Higher Education Institutions Course Presentation Lecture, Case Study, Discussion Lecture, Case Stu	13 Continuous Improvement Approaches			(Course Presentation	Lecture, So	cratic Method, Discussion	
15 Quality in Higher Education Institutions Course Presentation Lecture, Case Study, Discussion 16	14			(Course Presentation	Lecture, Socratic Method, Discussion		
Textbook: Sinal Exam Final Exam Suggested Sources: Yatkın, Ahmet (2024). Total Quality Management (4th Edition). Nobel Publishing: Ankara. Kıngır, Said (2020). Total Quality Management. Nobel Publishing: Ankara. Suggested Sources: Assessment and Evaluation of the Course	15	Quality in Higher Education Institutions			Course Presentation	Lecture, Case Study, Discussion		
Resources for the Course	16	Quality in Higher Education Institutions			Course Presentation	Lecture, Case Study, Discussion		
Yatkın, Ahmet (2024). Total Quality Management (4th Edition). Nobel Publishing: Ankara. Kıngır, Said (2020). Total Quality Management. Nobel Publishing: Ankara. Suggested Sources: Assessment and Evaluation of the Course	17	Final Exam						
Yatkın, Ahmet (2024). Total Quality Management (4th Edition). Nobel Publishing: Ankara. Kingir, Said (2020). Total Quality Management. Nobel Publishing: Ankara. Suggested Sources: Assessment and Evaluation of the Course Events Number tion 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 Preparation) Total: 145 Total / 30: 145/30=4,83	18	Final Exam						
Textbook: Ankara. Kingir, Said (2020). Total Quality Management. Nobel Publishing: Ankara. Suggested Sources: Assessment and Evaluation of the Course Events Number tion Contribu tion Notes Midterm Exam 1 %40 **** 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 Preparation) Total: 145 145			R	esources f	or the Course			
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	ECTS Credit:						5	



Past Successes				