

ÇANKAYA UNIVERSITY
Graduate School of Natural and Applied Sciences
Master's Program in Industrial Engineering

IE 510 – Quality Management
Syllabus
Spring 2017-2018

Credit Hours: (3+0+0) Credits, 7,5 AKTS Credits

Instructor: Dr. C. Öcal FİDANBOY

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Lectures: 18:30-21:30 Monday (A202)

Office Hours: Before class or by appointment

Course Description:

This course aims at providing both: an in-depth theoretical knowledge and understanding of quality management and related concepts, along with the application of total quality management principles, other quality management systems and quality improvement tools.

Course Objectives:

Main objectives of this course are:

- To introduce the quality management and related concepts.
- To introduce different quality management systems standards and certifications
- To enlighten students on the importance of total quality methods and tools in quality management
- To highlight the importance and difficulty of managing total quality

Grading:

Quizzes & Class participation	20%
Midterm Exam	25%
Term Project & Presentations	25%
Final Exam	30%

Course Textbook: David L. Goetsch, Stanley Davis, Quality Management for Organizational Excellence: Introduction to Total Quality, 8/E, Prentice Hall, 2015, ISBN 9780133791853. *(Students can also use previous editions of this textbook; however, they will be responsible for tracking which chapter corresponds to the material covered in class.)*

Quizzes & Class Participation: These will be multiple-choice or true-false questions which will be conducted after the class discussions and will be geared towards understanding your comprehension level for reviewed chapters. Students are expected to come to class regularly. Students who do not come to class

or are not prepared for each class will receive lower participation scores. You may also be called on randomly during class activities. This means that you are expected to have read the material prior to class.

Midterm Exam: It will be a written exam. Everything which is covered in the class will be included. The grading is based on the comprehensiveness of your explanations.

Term Project & Presentations: Every student/team should prepare a term project related to the quality manual implementation using ISO 9001 quality management system standard. Students must submit the term project report. A presentation is expected from each team and all the members must show a good level of quality management knowledge during presentation and its following discussions.

Final Exam: It will be a written exam. Everything which is covered in the class will be included. The grading is based on the comprehensiveness of your explanations.

Student Workload: Lectures 42 hrs, Readings & Quizzes preparations 42 hrs, Term Project & Preparations 36 hrs, Total workload is 120 hours.

Tentative Course Schedule

Week	Subject
1	Syllabus & Introduction to Quality Management
2	The Total Quality Approach to Quality Management: Achieving Organizational Excellence
3	Quality Culture: Changing Hearts, Minds, And Attitudes
4	Strategic Management: Planning and Execution for Competitive Advantage
5	Customer Satisfaction, Retention, and Loyalty
6	Employee Empowerment & Leadership and Change
7	Team Building and Teamwork
8	Midterm Exam
9	Effective Communication
10	ISO 9000 and Total Quality: The Relationship
11	Quality Manual Implementations
12	Overview of Total Quality Tools
13	Problem Solving and Decision Making
14	Term Project Presentations

General Policy

Syllabus Change: The course schedule announced is tentative. It will be adapted to the pace of class in agreement with the students.

Academic Integrity: Students are expected to honor the academic integrity principles according to the Çankaya University rules and procedures. Non-compliance to academic integrity principles through plagiarism, using or accomplishing another person's work, and/or submitting previously used work will be penalized severely.