

Antalya Bilim University
School of Business and Social Sciences
Business Administration Department
Quality Management Course Syllabus, BUSI 442

Course Objectives: *The objective of this course is to provide students with an understanding of the principles, concepts, processes, tools and activities associated with total quality management.*

Course Description: *This course will provide students with an understanding of the principles, concepts, processes, tools and activities associated with total quality management. This course provides students with an understanding of how to organize, coordinate and manage quality systems. Topics covered include planning for quality, assuring quality, quality control, tools for process quality, improving quality, tools for product quality, quality audits, quality problem solving, quality management systems, six sigma approach, documenting quality management systems, benchmarking. Students will come to view quality as the result of systematic processes. "Quality is planned; not inspected." The quality paradigm will be examined through the thinking of quality gurus like Deming, Juran, Feigenbaum, Crosby, Ishikawa and Imai.*

Software: *QM for windows, Excel QM and Excel Spreadsheets.*

Textbook:

- Heizer J., B. Render, and C. Munson, **Operations Management**, 12th. ed., Pearson Education, 2017.Ch. 6 & ch. 6 supplement.
- Render Barry, Ralph M. Stair Jr., Michael E. Hanna and T. S. Hale, **Quantitative Analysis for management**, 12th ed., Pearson Education 2015. Ch. 15

Reference:

- Taylor B. W., **Introduction to Management Science**, 12th.ed., Pearson Education, 2016.

Developing Graduate Attributes

Students will be encouraged to develop the following graduate attributes by undertaking the course activities and mastering the course contents. These attributes will be assessed within the assessment tasks:

- *skills involved in scholarly enquiry;*
- *an in-depth engagement with the relevant disciplinary knowledge;*
- *the capacity for analytical and critical thinking;*
- *the ability to engage in independent and reflective learning.*

Academic Honesty

Any form of cheating or academic dishonesty is strictly forbidden in this class. If I find out that an exam turned into me is not the work of the sole person that has his/her name at the top of the page, I will issue a zero grade for the course, and the student may be subject to further disciplinary action.

Assessment Criteria:

- **Participation (30%):** *attendance on time; cases presentations; homeworks. Students are required to exhibit proper discipline, behavior, and responsibility.*

- **Midterm (30%):** Students are responsible for all class material covered until the midterm exam.
- **Final exam (40%):** The exam is cumulative and will focus on all units and topics studied throughout the course, but emphasis will be after midterm.

Course outlines	
Week	Topic
1	<i>Global Company Profile: Arnold Palmer Hospital</i>
2	<i>Quality and Strategy; Defining Quality; Malcolm Baldrige National Award; ISO 9000 International Quality Standards; Cost of Quality; Ethics and Quality Management</i>
3	<i>Total Quality Management TQM: Continuous improvement, Six Sigma, Employee Empowerment, Benchmarking, JIT, Taguchi concepts and knowledge of TQM tools.</i>
4	<i>Tools of TQM</i>
5	<i>The Role of Inspection; TQM in Services; Case studies</i>
6	<i>Statistical Process Control: Control charts for variables; The Central Limit Theorem</i>
7	<i>X bar – Charts; R- Charts</i>
8	Midterm Exam
9	<i>Control Charts for Attributes; Managing Issues and Control Charts</i>
10	<i>Process Capability, Acceptance Sampling</i>
11	<i>Cases</i>
12	<i>Cases</i>
13	<i>Cases</i>
14	<i>Cases</i>
Usefull Websites	<ul style="list-style-type: none"> • The Companion Website, at www.pearsonglobaleditions.com/render • http://qm-for-windows.software.informer.com/5.2/ Free software downloads. • https://www.quality.org/ • http://asq.org/learn-about-quality/cost-of-quality/overview/overview.html • https://asq.org.in/ • The American Society of Quality
Calculators:	<i>Students will need a photo ID on test days. Students may only use standard/basic, scientific, or graphing calculators. Cell phones and all other WiFi enabled devices are prohibited during exams. They are not allowed out of your bag during exams.</i>
Tech Usage:	<i>Laptops, tablets, phones, and other digital devices are distracting to you and also distract others sitting nearby. As a result, I ask that you choose to occupy a seat in the last two rows of class if you plan to use one of these devices during lecture. Please do not record our lectures, photos are forbidden too. Also, try to remember to keep phones on silent during class.</i>

Note1: I reserve the right to make changes to the syllabus.

Note2: [0-49] scores → the letter grade F.

Note3: Min. 70% attendance requirement to enter the final exam.