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| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Dersin Adı** | | **Kodu** | **Yarıyıl** | **T+U** | **Kredi** | **AKTS** | | **Kalite Yönetim Sistemleri** | |  | 3 | 2+0 | 2 | 3 | | Ön koşul Dersler |  | | | | | | | Dersin Dili | Türkçe | | | | | | | Dersin Türü | Alan Seçmeli | | | | | | | Dersin Koordinatörü |  | | | | | | | Dersi Veren |  | | | | | | | Dersin Yardımcıları |  | | | | | | | Dersin Amacı | Bu derste, sürekli gelişme ve iyileşme anlayışı ile kalite yönetim sistemini değerlendirme ve bu anlayışın uygulamaya kazandırılması için gerekli yaklaşım, yöntem ve uygulamaların tanınması ve kapsamını organize etme becerisi kazandırmak amaçlanmaktadır. | | | | | | | Dersin Öğrenme Çıktıları | Bu dersin sonunda öğrenci;  1.Kalite yönetimi ile ilgili tanım ve kavramları açıklar.  2.Kalite süreçleri arasındaki ilişkileri yorumlar ve ayırt eder.  3.Toplam kalite yönetimi ile klasik yönetim anlayışlarını karşılaştırır.  4.Kalite yönetim sistemleri sürecinin doğuşundan itibaren kamu yönetime etkilerini analiz eder.  5.Kamu yönetimi alanındaki sürekli gelişme ve iyileşme anlayışı ile toplam kalite yönetim sistemini değerlendirir.  6.Dünyada ve Türkiye’deki toplam kalite yönetimi uygulamalarını tartışır. | | | | | | | Dersin İçeriği | Dersin tanıtılması, dersin içeriği ile ilgili genel olarak bilgilendirme ve kaynak tanıtımı, küresel rekabet, örgütler, yönetim ve yeni yönetim paradigmaları, kalite kavramı ve toplam kalite, toplam kalite yönetiminin doğuşu, ilkeleri ve araçları, müşteri beklentilerini anlamak: yöntemler, örgüt kültürü ve kalite, takım çalışması, kalite ve liderlik, kalite ve stratejik planlama, kalite ve maliyet ilişkisi, kalite iyileştirme araçları | | | | | | | **Haftalar** | **Konular** | | | | | | | 1 | Dersin tanıtılması, dersin içeriği ile ilgili genel olarak bilgilendirme ve kaynak tanıtımı | | | | | | | 2 | Küresel rekabet, örgütler, yönetim ve yeni yönetim paradigmaları | | | | | | | 3 | Kalite kavramı ve toplam kalite | | | | | | | 4 | Toplam kalitenin öncüleri | | | | | | | 5 | Toplam kalite yönetiminin doğuşu, ilkeleri ve araçları | | | | | | | 6 | Müşteri beklentilerini anlamak: yöntemler | | | | | | | 7 | Örgüt kültürü ve kalite, Genel Tekrar | | | | | | | 8 | Takım çalışması ve kalite | | | | | | | 9 | Kalite ve liderlik | | | | | | | 10 | Kalite ve stratejik planlama | | | | | | | 11 | Kalite ve maliyet ilişkisi | | | | | | | 12 | Kalite iyileştirme araçları | | | | | | | 13 | Kalite iyileştirme araçları | | | | | | | 14 | Kalite standartları | | | | | |  |  | | --- | | **Genel Yeterlilikler** | | Öğrencilerden bu dersin ana konularını anlamaları ve alanları ile uygulamalarında kullanmaları beklenir. | | **Kaynaklar** | | Efil İ. (2010). Toplam kalite yönetimi. Dora yayınevi. Ankara.  Küçük, O. (2016). Toplam kalite yönetimi - sınırsız iyileşme efqm mükemmellik modeli. Ankara: Seçkin yayıncılık.  Perşkircioğlu. N.,(1999). Kalite yönetiminde iso 9000 uygulamaları. MPM Yayın. | | **Değerlendirme Sistemi** | | Dönem başında ders izlencelerinde belirtilir. |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | **PROGRAM ÖĞRENME ÇIKTILARI İLE**  **DERS ÖĞRENİM ÇIKTILARI İLİŞKİSİ TABLOSU** | | | | | | | | | | | | | | | | | |  | **PÇ1** | | **PÇ2** | **PÇ3** | | **PÇ4** | **PÇ5** | | **PÇ6** | **PÇ7** | | **PÇ8** | **PÇ9** | | **PÇ10** | **PÇ11** | | **ÖÇ1** | 2 | | - | - | | - | - | | - | 5 | | - | 3 | | - | - | | **ÖÇ2** | 2 | | - | - | | - | - | | - | 5 | | - | 3 | | - | - | | **ÖÇ3** | 2 | | - | - | | - | - | | - | 5 | | - | 3 | | - | - | | **ÖÇ4** | 2 | | - | - | | - | - | | - | 5 | | - | 3 | | - | - | | **ÖÇ5** | 2 | | - | - | | - | - | | - | 5 | | - | 3 | | - | - | | **ÖÇ6** | 2 | | - | - | | - | - | | - | 5 | | - | 3 | | - | - | | **ÖÇ: Öğrenme Çıktıları PÇ: Program Çıktıları** | | | | | | | | | | | | | | | | | | **Katkı**  **Düzeyi** | | **1 Çok Düşük** | | | **2 Düşük** | | | **3 Orta** | | | **4 Yüksek** | | | **5 Çok Yüksek** | | |   Program Çıktıları ve İlgili Dersin İlişkisi   |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | **Ders** | **PÇ1** | **PÇ2** | **PÇ3** | **PÇ4** | **PÇ5** | **PÇ6** | **PÇ7** | **PÇ8** | **PÇ9** | **PÇ10** | **PÇ11** | | **Kalite Yönetim Sistemleri** | 2 | - | - | - | - | - | 5 | - | 3 | - | - | |