

## Content

| Course Code | Course Name              | Semester | Theory | Practice | Lab | Credit | ECTS |
|-------------|--------------------------|----------|--------|----------|-----|--------|------|
| IND456      | Total Quality Management | 8        | 3      | 0        | 0   | 3      | 4    |

|                        |  |
|------------------------|--|
| Prerequisites          |  |
| Admission Requirements |  |

|                         |  |
|-------------------------|--|
| Language of Instruction |  |
| Course Type             | Elective   |
| Course Level            | Bachelor Degree  |
| Objective               | Total Quality Management describes an organizational management approach that aims long-term success through customer satisfaction. This course is designed to provide students fundamentals of the Total Quality. It aims to develop an understanding of Total Quality Management tools.            |
| Content                 | Defining quality, basic concepts of Total Quality Management, Customer satisfaction, Process management, Continuous improvement, Performance measures, Quality Function Deployment (QFD), Supplier selection, Quality costs, Taguchi's quality engineering, Benchmarking, Quality management systems |
| References              | Besterfield, D.H. et al., "Total Quality Management", Prentice Hall.<br>Akao, Y., "Quality Function Deployment – QFD- Integrating Customer Requirements into Product Design", Productivity Press.  |

## Theory Topics

| Week | Weekly Contents |
|------|-----------------|
|------|-----------------|