

TITLES	EXPLANATIONS
<b>Title of Course</b>	Human Factors and Total Quality Management
<b>Code of Course</b>	PSK 460
<b>Type of Course</b>	Elective
<b>Level of Course</b>	Undergraduate
<b>Year of Study</b>	4
<b>Semester/Trimester</b>	7 or 8
<b>Number of ECTS</b>	4
<b>Name of Lecturer(s)</b>	STAFF
<b>Course Learning Outcomes</b>	<p>At the end of this course students are expected to;</p> <p>LO1. Know the impact of quality on profitability.</p> <p>LO2. Be aware of the importance of adopting Total Quality Management as a fundamental strategy.</p> <p>LO3. Communicate the importance of customer focused Total Quality Management.</p> <p>LO4. Collect data and analyze it.</p> <p>LO5. Accomplish the cultural transformation necessary for successful implementation of total quality practices.</p> <p>LO6. Know the importance of human factors in Total Quality Management.</p>
<b>Mode of Delivery</b>	The style of teaching is face-to-face interaction.
<b>Prerequisites and Co-requisites</b>	There is no prerequisite or co-requisite for this course.
<b>Recommended Optional Programme Component</b>	None
<b>Course Contents</b>	<ol style="list-style-type: none"> <li>1. Getting Acquainted and Introduction to Total Quality Concept</li> <li>2. Total Quality Management and Differing Approaches</li> <li>3. Organization for Total Quality, Process Management, and Strategic Planning</li> <li>4. Quality Teams and Teamwork Processes</li> <li>5. Basic Problem Solving Tools for Quality Improvement</li> <li>6. Design of Products and Services</li> <li>7. Leadership and Empowerment</li> <li>8. Total Quality Management Implementation and Case Studies</li> <li>9. Employee Involvement and Employee Focus</li> <li>10. Training</li> <li>11. Reward and Recognition</li> <li>12. Customer Focus</li> <li>13. Data Collection and Analysis</li> <li>14. Problems and Future Issues</li> </ol>
<b>Recommended or Required Reading</b>	<p>(Primary Textbook)</p> <p>George, S., &amp; Weimerskirch, A. (1998). <i>Total quality management: Strategies and techniques proven at today's most successful companies (2<sup>nd</sup> Ed.)</i>. New Jersey: John Wiley and Sons, Inc.</p> <p>* The primary textbook for this course is renewed every year.</p>
<b>Planned Learning Activities and Teaching Methods</b>	<p>This course is mostly conducted through lecturing and sometimes discussions over the compulsory reading material. With this aim in mind, (a) regular lectures supported by visual presentations and (b) class discussions are used. In these discussions, students are expected to focus on the role of human factors in total quality management. Additionally, the students are expected to prepare a short project exploring the importance and the role of human factor in total quality management.</p>
<b>Assessment Methods and Criteria</b>	1 Midterm, 1 Assignment, 1 Final Exam
<b>Language of Instruction</b>	Turkish
<b>Practicum</b>	None

<b>Course Learning Outcomes</b>	L01	L02	L03	L04	L05	L06
<b>Program Outcomes</b>						
Analyze problems with the scientific method and appropriate scientific tools.				X		
Think critically and creatively, ask questions, make comments using the knowledge and skills they have acquired.					X	
Develop a positive attitude toward life-long education.					X	
Use the library, scientific databases, internet and other sources effectively.		X				
Have the skills to find out, analyze, evaluate, decide about, and apply the alternative solutions to problems.		X	X	X	X	
Be open-minded to use knowledge stemming from different disciplines and/or areas of psychology.						X
Develop a positive attitude toward critical thinking.		X		X	X	
Have advanced theoretical and applied knowledge of psychology supported by contemporary course material.						
Have the necessary knowledge and skills to analyze and synthesize the main areas of psychology.					X	X
Be competent in English and Turkish.			X		X	
Use effective methods to present, share and discuss scientific information.			X			
Be able to write scientific papers by using international manuals such as APA.			X			
Show courage and use the necessary skills to propose solutions to the problems of the world they live in.					X	
Show courage and have necessary skills to propose solutions to the problems of their own life.					X	
Have a positive attitude to statistics and be able to use common statistical software packages.				X		
Be able to plan and conduct research independently.						
Apply qualitative and/or quantitative methods depending on the nature and the scope of a given problem.						
Know the research methods and statistical procedures used in behavioral sciences.				X		
Use tools such as questionnaires, inventories, scales, and tests.				X		
Apply psychological knowledge to other problem areas for community welfare.					X	
Use theoretical and applied knowledge in accordance with ethical standards.			X		X	