

**IE520 TOTAL QUALITY MANAGEMENT**  
**Fall 2008**

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**Office Hours** : F 15:00-17:00 M4040  
**Lecture Hours** : T 14:00-15:00 M2180 F 13:00-15:00 M2200

**Course Web Site:** <http://karagoz.ie.boun.edu.tr/moodle/>

**Goal:** Quality leadership is recognized as the key to business success. Strong customer focus on all products and services, teamwork throughout all areas of the organization is essential for company competitiveness. This course aims at covering the fundamental issues of total quality management. ISO 9000 standards, cost aspects, quality improvement tools, quality function deployment, process management, benchmarking are discussed. Actual case studies from industry will supplement the lectures.

**Prerequisites:** None.

**Textbook:** Besterfield, Dale H. , *Total Quality Management*, Prentice Hall, 3rd Edition, 2003

**References:** 1. Rao, Carr, Dambolena, Kopp, Martin, Rafii, Schlesinger, *Total Quality Management: A Cross-Functional Perspective*, John Wiley & Sons, Inc., 1996  
2. Feigenbaum, A. V., *Total Quality Control*, McGraw-Hill Inc., 1991.

<b>Topics:</b>	<b>Chapter</b>
1. Fundamentals of TQM and TQM Evolution	1
2. Leadership, Strategic Planning	2-4
3. Quality Awards, EFQM Excellence Model	7
4. Process Management	5
5. Statistical Process Control	18
<b>Midterm Exam Tuesday Nov. 4, 2008</b>	
6. Quality Function Deployment	12
7. Failure Mode and Effects Analysis	14
8. Benchmarking	8
9. ISO 9000, ISO 14000	10, 11
10. Quality Costs, Products Liability	7, 15
<b>Final Exam</b>	

**Grading:**

10% (Class Participation ) + 20% (Assignments) + 30% (Midterm) + 40% (Final Exam) = 100%