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| **COURSE DESCRIPTION FORM** | |
| **Course Code and Name** | **SYB 330 QUALITY MANAGEMENT IN SPORT** |
| **Course Semester** | Fall-Spring |
| **Catalog Content** | Learning the foundations of TQM and application of TQM in sport organisations |
| **Textbook** | Z. ÇİMEN, B. GÜRBÜZ; Spor Hizmetlerinde Toplam Kalite Yönetimi, Alp Yayınevi, Ankara, 2007 |
| **Supplementary Textbooks** | - |
| **Credit** | 3 |
| **Prerequisites of the Course**  **(Attendance Requirements)** | Attendance Required |
| **Type of the Course** | Elective |
| **Instruction Language** | Turkish |
| **Course Objectives** | The aim of this course is to understand the basic concepts related to total quality management and to apply these knowledge in to field of sporting goods and services. |
| **Course Learning Outcomes** | 1. Learning the concepts of total quality management and knows how to apply them in sports organizations.  2. Understanding the aims and benefits of total quality management.  3. Getting information about quality circle and process.  4. Interpreting the concepts of human relations and communication in total quality management.  5. Understanding the importance of leadership and teamwork in total quality |
| **Instruction Methods** | Formal learning |
| **Weekly Schedule** | 1. History of TQM  2. Related concepts of TQM  3. Methods of TQM  4. Tools of TKY  5. Key elements of TQM  6. Service concept and quality  7. Characteristics of services  8. Quality measurement and quality dimensions in services  9. Sport services  10. Sports goods  11. Quality measurement in sports services  12. Quality dimensions in sports services  13. Project presentation  14. Project presentation  15. Evaluation |
| **Teaching and Learning Methods** | Weekly theoretical course hours  Reading Activities  Internet browsing, library work  Report preparing  Preparing a Presentation  Presentations  Final Exam and Preparation for Final Exam |
| **Assessment Criteria** | |  |  |  | | --- | --- | --- | |  | **Numbers** | **Total Contribution (%)** | | Midterm Exams |  |  | | Assignment | 10 | 20 | | Application |  |  | | Projects | 1 | 30 | | Practice |  |  | | Quiz |  |  | | Percent of In-term Studies (%) | 11 | 50 | | Percentage of Final Exam to Total Score (%) | 1 | 50 | | Attendance |  |  | |
| **Workload** | |  |  |  |  | | --- | --- | --- | --- | | **Activity** | **Total Number of Weeks** | **Duration (weekly hour)** | **Total Period Work Load** | | Weekly Theoretical Course Hours | 15 | 3 | 45 | | Weekly Tutorial Hours |  |  |  | | Reading Tasks | 10 | 1 | 10 | | Studies | 10 | 1 | 10 | | Material Design and Implementation |  |  |  | | Report Preparing | 3 | 2 | 6 | | Preparing a Presentation | 2 | 2 | 4 | | Presentations | 1 | 1 | 1 | | Midterm Exam and Preparation for Midterm Exam |  |  |  | | Final Exam and Preparation for Final Exam | 2 | 3 | 6 | | Other (should be emphasized) |  |  |  | | Total Workload |  |  | 82 | | Total Workload / 25 |  |  | 3,28 | | Course Credit (ECTS) |  |  | 3 | |
| **Contribution Level Between Course Learning Outcomes and Program Outcomes** | |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | No | Program Outcomes | 1 | 2 | 3 | 4 | 5 | | 1 | CO 1 |  |  |  | X |  | | 2 | CO 2 |  |  |  | X |  | | 3 | CO 3 |  |  | X |  |  | | 4 | CO 4 |  | X |  |  |  | | 5 | CO 5 |  |  |  | X |  | | 6 | CO 6 |  |  |  | X |  | | 7 | CO 7 | X |  |  |  |  | | 8 | CO 8 |  |  |  |  | X | | 9 | CO 9 | X |  |  |  |  | | 10 | CO 10 |  |  |  |  | X | | 11 | CO 11 |  |  | X |  |  | | 12 | CO 12 |  |  |  | X |  | | 13 | CO 13 |  |  |  | X |  | | 14 | CO 14 |  |  |  | X |  | | 15 | CO 15 | X |  |  |  |  | | 16 | CO 16 |  | X |  |  |  | | 17 | CO17 |  |  |  | X |  | | 18 | CO18 | X |  |  |  |  | | 19 | CO19 |  |  |  |  | X | | 20 | CO20 | X |  |  |  |  | | 21 | CO 21 |  |  | X |  |  | | 22 | CO 22 |  | X |  |  |  | |
| **The Course’s Lecturer(s) and Contact Informations** | Faculty Members |