



**ESOGU Tourism Faculty**  
**Gastronomy and culinary Arts Course Information Form**

<b>TERM</b>	Fall
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<b>COURSE CODE</b>	271217031	<b>COURSE NAME</b>	Quality Management
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SEMESTER	WEEKLY COURSE HOURS			COURSE			
	Theoretical	Practice	Laboratory	CREDITS	ECTS	TYPE	LANGUAGE
VII	2	0	2	2	4	CORE ELECTIVE X	English
<b>COURSE CATEGORY</b>							
Supportive Courses	Basic Vocational		Proficiency/Field	Human, Communication, and Management Skills		Transferable Skills	
X							
<b>ASSESSMENT CRITERIAS</b>							
<b>DURING TERM</b>	<b>Activity</b>		<b>Number</b>		<b>Percentage (%)</b>		
	I. Mid-Term		1		40		
	II. Mid-Term						
	Quiz						
	Homework						
	Project						
	Report						
Other (.....)							
<b>FINAL EXAM</b>				1		60	
<b>PREREQUISITE(S) (IF ANY)</b>							
<b>COURSE CONTENT</b>							
Concept and importance of quality, management and quality, ISO standarts							
<b>COURSE OBJECTIVES</b>							
The aim of this lesson is to give information about quality concept, quality applications and quality standarts.							
<b>CONTRIBUTION OF THE COURSE TO THE VOCATIONAL TRAINING</b>							
<b>COURSE OUTCOMES</b>							
<ul style="list-style-type: none"><li>• to make students understand philosophic of strategic management</li><li>• to make students learn standards of ISO</li><li>• to make students learn KAIZEN</li></ul>							
<b>TEXTBOOK(S)</b>							
Gümüőğlu, Ő. Pınar, İ. Akan, P. Akbaba, A. 2007. Hizmet Kalitesi: Kavramlar, Yaklaşımlar, Uygulamalar. Detay Yayıncılık: Ankara.							
<b>SUPPORTIVE RESOURCES</b>							
<b>EQUIPMENTS REQUIRED</b>							

COURSE OUTLINE	
WEEK	SUBJECTS / TOPICS
1	Concept and importance of quality
2	Management and quality
3	Management and quality
4	Customer and quality
5	ISO:9001
6	ISO:14001
7	ISO:22001
8	Total quality approach
9	Total quality approach in quality management
10	Total quality approach in quality management
11	Sustainable improving
12	Poka-yoke in quality management
13	Case study
14	General review
15,16	Final Exam

NO	OUTCOMES	3	2	1
1	Knows and applies concepts, principles and theories in the field of gastronomy and culinary arts.			X
2	Have knowledge about nutrition principles and food science.			X
3	Demonstrates reading, comprehension, speaking and writing skills in a second foreign language at least at the European Language Portfolio B2 general level.			X
4	Communicates effectively in writing, verbally and non-verbally and demonstrates presentation skills.			X
5	Defines, analyzes, synthesizes and evaluates information and data in the field of tourism and gastronomy.			X
6	Knows and applies management theories and practices that can effectively manage a food and beverage business, and acquires entrepreneurial skills.			X
7	Knows social and professional ethical values, evaluates them from a critical perspective and develops appropriate behavior.			X
8	Uses both basic and field-related information and communication technologies and software at an advanced level.			X
9	Gain knowledge about the basic concepts, theories, principles and facts in the field of business and economics.			X
10	Have knowledge about national and international cuisines and apply them.			X
11	Knows and applies food and beverage cost control, menu planning and pricing.			X
12	Knows all processes related to food and beverage production, from the purchasing stage to the presentation stage, and solves any problems that may arise during these processes.		X	
13	Knows and applies national and international legal regulations, professional standards, occupational safety and worker health principles related to the field of work.			X
14	Knows and applies classical and modern production techniques in the field of food and beverage.			X
15	Evaluates food and dishes within the framework of history, geography, culture and nutritional sciences.			X

1: Never 2: Few 3: Many

Instructor Name :