**GAU, School of Aviation, Aviation Management**

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| **Course Unit Title** | Quality Management Systems in Aviation |
| **Course Unit Code** | AVM408 |
| **Type of Course Unit** | Compulsory, Aviation Management |
| **Level of Course Unit** | 4rd Year BSc |
| **National Credits** | 3 |
| **Number of ECTS Credits Allocated** | 5 ECTS |
| **Theoretical (hour/week)** | 3 |
| **Practice (hour/week)** | - |
| **Laboratory (hour/week)** | - |
| **Year of Study** | 4 |
| **Semester when the course unit is delivered** | 8 |
| **Course Coordinator** |  |
| **Name of Lecturer (s)** |  |
| **Name of Assistant (s)** |  |
| **Mode of Delivery** | Face to Face and E-learning activities |
| **Language of Instruction** | English |
| **Prerequisities and co-requisities** |  |
| **Recommended Optional Programme Components** | - |
| **Objectives of the Course:** |  |
| * Teaching a total quality management and quality management system in aviation. * Teaching the future trends of total quality approaches in the view of business and industry practices. | |

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| **Course Description** | | | | | | | |
| The philosophy of quality, analysis and measurement tools of total quality management, quality costs and quality management will be thought with the light of business approaches. The course begins with the general definitions of quality in line with business perspective and continues with main principles of management and human factors of total quality along with standards and certifications issues. The course also provides an overview about the quality management system tools and techniques used in aviation era. | | | | | | | |
| **Course Contents** | | | | | | | |
| Week |  | | | | | | Exam**s** |
| 1 | Introduction to QMS | | | | | |  |
| 2 | Overview of Quality | | | | | |  |
| 3 | Quality Management Systems | | | | | |  |
| 4 | Total Quality Management | | | | | |  |
| 5 | Terms and Definitions | | | | | | Quiz #1 |
| 6 | ISO9001 – Quality Management System | | | | | |  |
| 7 | Exercises, Tutorials and Revision Class | | | | | |  |
| 8 | Midterm Exam | | | | | | Midterm |
| 9 | SHT-121.23 Regulation | | | | | |  |
| 10 | SHT-1A Regulation | | | | | |  |
| 11 | SHY-6A Regulation | | | | | |  |
| 12 | Documentation in QMS | | | | | | Quiz #2 |
| 13 | Audit Procedures | | | | | |  |
| 14 | Revision, Exercises and Tutorial Class | | | | | |  |
| 15 | Final Exam | | | | | | Final |
| **Recommended Sources** | | | | | | | |
| **Textbook:** David L. GOETSCH, “Quality Management for Organizational Excellence”, 1th edition, Pearson Education, New Jersey, 2010.  **Supplementary Material(s):** | | | | | | | |
| **Assessment** | | | | | | | |
| Attendance | | 5% |  |  |  |  |  |
| Assignments | | 15% |  |  |  |  |  |
| Project-Seminar | | 15% |  |  |  |  |  |
| Midterm Exam | | 20% | Written |  |  |  |  |
| Quizzes | | 10% |  |  |  |  |  |
| Final Exam | | 35% | Written |  |  |  |  |
| Total | | 100% |  |  |  |  |  |
| **ECTS Allocated Based on the Student Workload** | | | | | | | |
| Activities | | | | Number | Duration (hour) | Total Workload(hour) | |
| Hours per week (Theoretical) | | | | 15 | 3 | 45 | |
| Presenting of observations and tutorials as report | | | | 5 | 5 | 25 | |
| Preparation of the homeworks | | | | 5 | 5 | 25 | |
| Quizzes | | | | 2 | 11 | 22 | |
| Supervision | | | | 1 | 17 | 17 | |
| Final Exam | | | | 1 | 22 | 22 | |
| Total Workload | | | | | | 156 | |
| Total Workload/30 (h) | | | | | | 5.2 | |
| ECTS Credit of the Course | | | | | | 5 | |