**GAU, School of Aviation, Civil Aviation and Cabin Services**

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| **Course Unit Title** | | | | Quality Management System in Cabin | | | | |
| **Course Unit Code** | | | | CACS216 | | | | |
| **Type of Course Unit** | | | | Elective, Civil Aviation and Cabin Services | | | | |
| **Level of Course Unit** | | | | Year | | | | |
| **National Credits** | | | | 2 | | | | |
| **Number of ECTS Credits Allocated** | | | | 3 ECTS | | | | |
| **Theoretical (hour/week)** | | | | 2 | | | | |
| **Practice (hour/week)** | | | | - | | | | |
| **Laboratory (hour/week)** | | | | - | | | | |
| **Year of Study** | | | | 2 | | | | |
| **Semester when the course unit is delivered** | | | | 4 | | | | |
| **Course Coordinator** | | | |  | | | | |
| **Name of Lecturer (s)** | | | |  | | | | |
| **Name of Assistant (s)** | | | |  | | | | |
| **Mode of Delivery** | | | | Face to Face | | | | |
| **Language of Instruction** | | | | English | | | | |
| **Prerequisites and co-requisites** | | | | - | | | | |
| **Recommended Optional Programme Components** | | | |  | | | | |
| **Objectives of the Course:** | | | | | | | | |
| * Teaching Quality Management System in cabin * Teaching Safety Management System | | | | | | | | |
| **Course Description** | | | | | | | | |
| This course introduces students to the principles and practices of quality management within the cabin environment of commercial aviation. It focuses on international standards, regulatory compliance, and performance monitoring to ensure high levels of safety, service, and passenger satisfaction. Through practical examples and case studies, students will learn how cabin crew contribute to quality assurance processes, manage non-conformities, and support continuous improvement efforts. Emphasis is also placed on the integration of Safety Management Systems (SMS) and emerging technologies such as AI in cabin quality control. | | | | | | | | |
| **Course Contents** | | | | | | | | |
| Week |  | | | | | | | Exams |
| 1 | Introduction to QMS | | | | | | |  |
| 2 | Quality History & Improvement | | | | | | |  |
| 3 | QMS Principles | | | | | | |  |
| 4 | QMS In Aviation | | | | | | |  |
| 5 | PDCA Cycle | | | | | | |  |
| 6 | Case Study: PDCA Circle | | | | | | |  |
| 7 | ISO Family | | | | | | |  |
| 8 | Midterm Exam | | | | | | | Midterm |
| 9 | Sustainability of Aviation | | | | | | |  |
| 10 | Introduction to SMS | | | | | | |  |
| 11 | SMS Components | | | | | | |  |
| 12 | Hazard Identification and Risk Management | | | | | | |  |
| 13 | Safety Culture and Promotion | | | | | | |  |
| 14 | Revision of the Subjects | | | | | | |  |
| 15 | Final Exam | | | | | | | Final |
| **Recommended Sources** | | | | | | | | |
| **Textbook:**  **Supplementary Material(s):** | | | | | | | | |
| **Assessment** | | | | | | | | |
| Attendance | | 5% |  | | | | | |
| Assignments | | 0% |  | | | | | |
| Project-Seminar | | 0% |  | | | | | |
| Midterm Exam | | 45% | Written | | | | | |
| Quizzes | | 0% |  | | | | | |
| Final Exam | | 50% | Written | | | | | |
| Total | | 100% |  | | | | | |
| **ECTS Allocated Based on the Student Workload** | | | | | | | | |
| Activities | | | | | Number | Duration (hour) | Total Workload (hour) | |
| Hours per week (Theoretical) | | | | | 15 | 2 | 30 | |
| Presenting of observations and tutorials as report | | | | | 5 | 3 | 15 | |
| Preparation of the homework | | | | | 5 | 3 | 15 | |
| Mid Term | | | | | 1 | 11 | 11 | |
| Supervision | | | | | 1 | 14 | 14 | |
| Final Exam | | | | | 1 | 11 | 11 | |
| Total Workload | | | | | | | 96 | |
| Total Workload/30 (h) | | | | | | | 3.2 | |
| ECTS Credit of the Course | | | | | | | 3 | |