**Baskent University(BU) Mithat Coruh Quality Management Center (MCKYM)**

**2013-2014 Education/Instruction Year End Report**

**(September 1st 2013 – August 30th 2014)**

Quality Management System (QMS) Performance Excellence eduction programs have been ongoing world wide in production/service organizations including Turkish and European universities.

QMS Education programs were held by Baskent University Nursing Faculty teaching staff with the contribution of MCKYM consisting 3 levels:

1. QMS Awareness Education (28 hours, 14 weeks)
2. b- QMS Implementation Tecniques education (28 hours, 14 weeks)
3. QMS Application Abilities Education (28 hours, 14 weeks)

Programs were held for BU students both in credited/electives or voluntary/non-credited versions for free of charge.

In 2013-2014 education/instruction year on both fall and spring semesters QMS education programs were held in two levels (a and c)

32 students have attended from Health Sciences Faculty (SBF), Nursing and health services department (HSHB).

In fall semester 29 people have attended to QMS Awareness Education Program from 3rd and 4th grades and on fall semester for the QMS Abilities program 3 students have attanded and graduated.

Th success criteria for all educational programs held, Teamwork reports and presentation and midterms and final exam evaluation results, in class contribution and presence were used. 70 over 100 were deemed to be successful.

Notices, implementations, monitoring and evaluations were published in Baskent University MCKYM web site both in English and Turkish.

1. **QMS Awareness Education Program (KFE)**

29 Students have attended to KFE program as free/elective/credited with no prior QMS experience.

* 1. Program Aim:

To have students attended to learn ISO 9001:2008 standards, process/system definitions and approaches and,

To have them finish with QMS Awareness the least

1.2 Program obstacles and context:

* Evolution and definition of Quality
* Quality, process/system definition and approaches,
* Quality Assurance System needs+
* ISO 9001:2008 standards definition
* QMS documentation needs and
* QMS application abilities.

1.3 Implementation:

Education content; programmed for 2 sessions per week, 5 people teams were formed for their homework and presention in class.

Classes; examples given and student teamwork report, presentation and discussions were encouraged.

Since students attending were lacking QMS information and experience the work were picked from non-complicated social examples from health related applications which they are more familiar with.

Students were used forms to be downloaded from our website ( QMS homework prep, HW cover page, teamwork report writing techniques etc.) so that they can prepare the work in a better and more comprensive way which they’ve used heavily.

Process/System architecture of organization activities, its name, goals, determination of sources and input needs with parameters (people, work method, information and tools/gadgets) were introducted along with process operation approach content. (Figure 1 and Figure 2).

**QMS process operation approach**

Inputs

Operation Efficiency Control

Method (procedure)

Information

Customer and other parties demands

Resources documentation

Measurable Objectives

PDSA

Measures (Criteria)

Tools/Gadgets

People

**Figure 1**. Process Architecture, Input, Output, Objective needs

Information Resources

**SYSTEM ARCHITERCTURE**

1.4 Implementation Samples

**Output**

**Input**

**C**

**B**

**A**

* Party planning, Visit planning of Ataturk’s Moseleum and spring festival plan and planning

**Figure 2.** Process Network (QMS System Architecture)

* Hospital emergency room service and clinical execution needs
* Town Family Health Center Execution process

1.5 Discussion and Assessment

Upon execution of the education program success criteria was set to 70/100 and that was determined by the results of teamwork reports and presentation, midterm and final exam evaluations and class participation and attandence.

In QMS awareness education program, in lieu of memorization based methods, problem solving, data gathering pertaining study scope, analysis, measurement, evaluation activities, continous improvement in production, subjects awareness were aimed.

Upon completion of program, students have,

* Stated that they have discovered the importance of the teaching content of this class in their daily and social lives.
* They have gained awareness on goal setting, supply determination and data gathering. However it is observed that, on their homework they have used quality definitions rather than process approach.
* Lacked attandance while their core courses exams kicked in.
* Increased self confidence with program implementations.
* Communicated with MKCYM staff on solving their problems on lack points and breakdowns.
* They have realized focusing on customer demands and expectations,the need of a teamwork, production/service performance excellence concepts.

1.6 Program improvement, results and proposals

* All students attended the program have successfully completed QMS awareness education program in line with the preset evaluation criteria.
* Exam week should be set on a week where they are less busy with their core coursework on upcoming years.
* More examples on social and work related subjects should be used on class and on homeworks.

**2.Application Abilities Education (KUBE)**

Students who had completed a- awareness and b-implementation techniques education have registered for the “application abilities” program from Health Sciences Faculty (HSHB), 3rd year students.

2.1 Program Aim:

To have students attanded gain constructive knowledge and creative abilites for performance excellence on their social and professional lives.

2.2 Context and Scope :

* Examples picked from professional implementations on problems and opportunities,
* Continous improvement (innovation) concept in process operations,
* Performance measurement and evaluation techniques on Process/System,
* Verification and validation techiques on process activity results,
* Leadership skills,
* Fact based decision making,
* Revision and documentation of important process results,

2.3 Implementation:

The education program was planned to be 2 hours per week for a total of 28 hours and one quality team was formed out of the 3 students attanded. Courses were held in Baskent University Baglica campus using interactive methods along with HSHB and MCKYM teaching staff.

Professional examples were heavily used on class using interactive methods.

It is induced that self picked samples were used on their team homeworks.

2.4 Implementation Examples :

* Interaction and communication processes in service and operational rooms of a hospital,
* Pharmacy procuring of prescribed medicine, delivering to service and implementation to patients processes,
* Diabetics clinic function process (appointments, patient evaluation, complications during therapy)
* Shot needs, types and phases of infants,
* Clinical services function process of a small town,

were discussed.

2.5 Discussion and Assessment

Upon execution of the education program success criteria was set to 70/100 and that was determined by the results of teamwork reports and presentation, midterm and final exam evaluations and class participation and attandence.

Students have;

* Prepared homework mostly from self picked samples and subjects
* Used knowledge and experiences they have gained during internship
* Used logical flowchart symbols on homework reports and process network charts.
* They have gained experience on self assessment, revision of implemented processes, determination of measures on given homework, analysis of results

Students participated have also stated that,

* they have now an improved social, educational and professional life,
* they have better communication skills,
* they have understood the need for teamwork to gain enough performance from their duties and responsibilities
* they are now more creative and constructive people,
* they have realized the importance of questioning,
* they have realized the importance of setting a measurable goal on any activity planning

2.6 Proposals

* Law makers should create and include QMS’s Law/regulations and rewarding policy
* Popularization of QMS in public and private institutions countrywide,
* Popularization of QMS programs in all education institutions
* Çalışma hayatına hazırlanan gençlerimize rekabetçi ve liderlik özellikleri kazandırılması,
* The importance of teaching QMS concepts to our youth for their global competitveness and leadership,

were adviced.