**BASKENT UNIVERSITY**

**NURSING AND HEALTH SERVICES DEPARTMENT**

**“AWARENESS EDUCATION” RESULTS EVALUATION**

(#35 Students)

**EDUCATION**

**I.Aims and Content:**

Our era and time is witnessing swift developments and advancement in service/production\* arenas hence brings out the importance of higher education institutions’ on building managers whom could adapt these new advancements, can create, build, being able to solve problems and have leadership skills.

Baskent University’s (BU) management have decided to adapt itself using process and system approach based model on catering todays neeeds, effective/efficient, focusing on customers and/or other pertaining parties’ need, based on ISO 9001 international standards. To action this out, BU academic/administrative personnel in collabriation with Mithat Coruh Quality Management Center (MCKYM) have prepared a 100 hour, 3 leveled program and have been implementing it since 2006. Ref: <http://mckym.baskent.edu.tr/tky-belgeler/3ubirarada.doc>

\*service/production : product

**II. Education Program Activities**

BU, “Awareness Program” is being applied to students who have little or no prior knowledge on Quality Management System (QMS). This initial program consists of; Quality producation concept and applications, history of QMS, Producation implementation areas, QMS process and system concepts and QMS standards/principles.

Program main subjects

1. QMS buidling and implementation requirements
2. Process approach (systems and proces management)
3. QMS and related documentation requirements

Within the education progam, QMS process definition and parameters (information, method, procedure, technology (tools/gadgets), people (inner process workers), continous improvement operations and maintanence subjects were taught.

QMS Requirements

In awaraness education, ISO 9001 QMS standards, determination of processes for production, determination of communication within processes, determination of criteria and methods for process operation and control, gathering of information resources for implementation were taught.

Process and system approaches

Process in QMS consists of measurable results for planned activity, producton of data/information, method, tools and producation of people missioned for preset goals (Figure 1)

Input

Output

Method

Tools / Gadgets

Information

People

**Figure 1** : Process

System: Consists of various processes working for the same goal but performing different duties. (Figure 2)

Input

Outp.

Method

Tools/ Gadgets

Info.

People

Method

Tools/ Gadgets

Info.

People

Method

Tools/ Gadgets

Info.

People

Outp.

Final Phase

Measurable goals
aşama

Team work

Quality Teams were formed out of students participated to the QMS program, so that they could develop presentation skills, tolaration, argueing and problem solving techniques. Each team had 9 members including a team leader per group. Each team have prepared assingments given in class with the leadership of the team leader and presented them in class with other students.

In the first day of the program the necessary paperwork including syllabus, success criteria sheet, Awareness program procedure were given. Also, Reporting format for teams was made available via the Center’s webpage. Students were also addressed on communication means within themselves and the center in case of need.

Documentation:

Each organization’s written and electronic material supporting Quality Management System consists of laws of pertaining country, rules and regulations, customer needs and expectations, international standars, treaties and organization’s decisions.

Documentation subject in awareness program were taught using social examples picked from students’ daily lives like (driving license, graduation diploma), administrative (regulations, decisions), law (constitution and laws).

In QMS documentation is used for implementation, sustaining QMS, monitoring, determination of information resources and in collection of data.

**III. Implementation of Education Progam**

Awareness program, is aimed to gain efficient/effective results in production/service performance results with QMS implementations. The system is designed for participants to learn about QMS applications. During class examples, since the participants have little or no experience on the subject, daily life examples were used to get the attention to the subject in full.

Since, 2nd year students don’t have enough experience in work place, social examples were used in class for better comprehension. Example for social activities (birthday party organization etc.) proses and system approach for effective aimed measurable end results, the goal should be set primarily. For this goal process input and measures should be set in advance.

Students were asked to define and sketch every important activity as a process in students’ quality team work. For process operation; implementations of measurable results of a process, inputs were discussed within process people and examples are set.

Homework were picked from daily life examples (touristic excursion, supermarket ornganization, birthday, new year gathering, emergency room, hospital services, etc.) and implemented using ISO 9001 standarts and approaches.

**IV Discussions and Results**

Students obeyed instructions given to them in “awareness program” . Emails were used to communicate on teamwork problems and any other difficulties.

Results, teamwork reports, midterm/final exam performances, inclass participation and contribution were counted on grading.

Process definition, comprehension of parameters and implementation trials were mostly successful on social subjects.

Out of 35 participants using success criteria (70% or over on, midterm/final exams, teamwork reports and participation) except 1 student all were successfully completed the program.

At the end of class, prior to final exam a survey was given for feedback on “**Whether or not QMS program along with homework, in class discussions and teamwork had contributed you or Not?**“ and their feedback were evaluated to improve the program for the upcoming semesters.