**2012-2013 Academic School Year Fall and Spring Semesters**

Two programs were held in Fall Semester.

**a-QMS Awareness Education (KF)**

The students admitted to this program without any prior QMS experience.

In 2012-2013 Academic School Year Fall Semester 35 students were enrolled to this program, from HSHB 2nd year as elective-credited basis.

Aim:

The essential aim of the program is to create awareness in students on QMS configuration and ISO 9001 quality standards implementation subjects.

E/I context and scope

* Quality definition, evolution, focusing on customer needs and expectations,
* Process/system documentation definitions, implementation principals,
* Transparent operation needs for successful performance results.

Implementation:

* The team work homework were picked from social and public life since the students have no prior vocational knowledge.
* The final and midterm exams were held open book and students were asked to sort activities as processes and determine the documentation needs supporting communications.
* In class and on homeworks the subjects were picked from daily lives since the students had no prior QMS and/or vocational knowledge ( sample examples were: touristic excursion, supermarket organization, birthday, new years meeting planning, emergency care, hospital services etc.)
* The communication with the students including questions pertaining teamwork were done thru emails.

Education program result:

Students obeyed educational introduction instructions fully.

Process definition and activities were sketched on social subjects to improve understanding.

Success results;

Team work reports, midterm/final exam performances, attendance and student contribution were taken into consideration for measurement of success.

Grand point average of %70 or better were deemed to be successful from midterm/final exams, team work reports and presentations and in class contributions. Out of 35 students only 1 have failed to comply.