**2011-2012 Academic School Year Spring Semester
Quality Management System (QMS) Implementation Techniques Education Evaluation.**

An “awareness” and “implementation tecniques” program were completed by Mithat Coruh Kalite Yonetimi Merkezi (MCKYM) of Baskent University for Nursing and Health Sciences Faculty (HSHB)’s 3rd year Nursing students in 2011-2012 academic year. You may view evaluations of the “awareness program” from this link dated February 2012. <http://mckym.baskent.edu.tr/toplamkalite-yayinlar.htm>

16 students were registered to the “implementation techniques” program, whom completed the previous “awareness program”. Program were held at Baskent University (BU) classrooms, 2 hours per week bases for 14 weeks.

Goal of the program

To have students to comprehend implementation techniques of the QMS.

Objectives:

* Ability to plot a process diagram
* Communication/interaction techniques within processes
* Documentation Implementation

Success Criteria:

* Successfull completion (70/100 or over) of midterm and final exams.
* QMS team reports evaluations (70/100 or over)
* Attandence (70% or over)

MCKYM Implementation Techniques program education/learning content

1. Documentation
2. Top management, leader, vision, policies, strategic objectives
3. Management Responsiblities
4. System Concept

a. Documentation:

a1) It is the “quality handbook” which was imposed by BU’s top management.

Contains authority and responsibilities of BU and its organizations’ on ISO 9001:2000 standards, laws / regulations and goals/objectives.

a2) Documentation content of MCKYM education/learning

It defines communication mechanisms of authority/responsiblity of processes pertaining goals and objectives per regulations.

1. It is prepared with measurable goals scope of; process approach with the predefined vision, quality policy, strategic objectives.
2. Education/Instruction activities were revised peridocially and documented.

b. MCKYM Management Leadership:

1. MCKYM assumed leadership for an effective and efficient development of QMS.
2. Management defines strategic objectives
3. It defines supporting processes for the organization
4. It determines education, revision, evaluation methods.

Program implementations were applied within the scope of process approach and system concept.

c. MCKYM Education/Instruction System Concept

For E. W. Deming system is: 3 or more distinct processes (A, B, C) working for the same goal from distinct production fields of an organization.

Example; BU, MCKYM, QMS Education program:

* Process A : Preparation of Education/Instruction Materials
* Process B.: Education implementation
* Process C: Education Evaluation

Baskent University Management Approach:

Program was held within the scope of “QMS Implementation Techniques” with the education goals, quality policy, vision, strategic objectives and values of Baskent University.

Education Results evaluation:

Participants of the program (HSHB 3rd year students) perform their mandatory clinical and intership studies in pertaining departments/units. They have also compared and contrast their field knowledge with the QMS courses to increase their ability on the subject.

Lessons learned from this Education Implementation:

All particiants have successfully completed their studies up to their criteria. Students participated have gained the ability to expain any problem with a help of a process chart and be able to comment on them for a given subject. It is obvious that 60 hours study on QMS is simply not enough for students to be creative and to be able to design a whole Quality program by themselves, but they’ve enquired enough to be able to adapt a quality health organization easily and to be able to work in teams for faster results.

Baskent University MCKYM Management