

FACULTY OF ENGINEERING AND ARCHITECTURE

DEPARTMENT OF INDUSTRIAL ENGINEERING

Chapter 1

GRADUATION DESIGN PROJECT PREPARATION GUIDE

SEPTEMBER 2016 (UPDATE 2024)

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1. GRADUATION PROJECT STUDY GUIDE

This guide consists of two (2) chapters so as to introduce regulations for guiding "Industrial Engineering Project" and "Graduation Project" courses (hereinafter referred to as "Project Courses"). The *first chapter* is a *study manual* that provides general information about the studies to be carried out during the project courses, the reports and their contents, the time plan of the studies and the evaluation criteria of the reports, details and information about all the studies to be carried out. The *second chapter* consists of a *spelling manual*, and the format conditions of the thesis to be written.

1.1. Purpose and Justification

Project courses are compulsory credit-bearing educational activity that aims to enable the senior-year student to research and process a subject according to the methods applied in the field of education, using the knowledge and competencies gained during the education and training, and to defend the results obtained in front of a jury by presenting them in the form of a written report.

This guideline, which has been prepared based on paragraph 4 of Article 11 titled "Duration, Form and Language of Education" and paragraph 1 of Article 17 titled "Compulsory Attendance" of Istanbul Gelisim University (IGU) Associate and Undergraduate Education and Examination Regulations, regulates the principles and practices related to the Project courses in the Department of Industrial Engineering.

1.2. Scope and Significance

Project Courses, in accordance with IGU Faculty of Engineering and Architecture, Department of Industrial Engineering Undergraduate Program, cover the preparation of *study reports*, *thesis*, and *oral thesis examination*, prepared during the senior year (Fall/Spring).

Project Courses aim to encourage a student to create a project by using the knowledge, experience and competencies that the student has acquired from the courses taken during his/her education. In addition, it is aimed to broaden the student's experience on how to present a project and how to write a report.

The courses "Industrial Engineering Project" and "Graduation Design Project" included in the transcript with (0+2+0) 1 credit-4 ECTS in the 7th semester and (0+2+0)1 credit-6 ECTS in the 8th semester are of great importance and are a chance and opportunity given to the student in terms of showing their success and producing a work before graduation. On the other hand, a successful graduation project can create unexpectedly positive effects on the CV during job applications and interviews with employers after graduation.

Prepared to guide the work to be done during the Project Courses, this **guide** consists of two (2) chapters. The *first chapter* is a *study manual* that provides general information about the studies to be carried out during the project courses and the *second chapter* consists of a *spelling manual*, and the format conditions of the thesis to be written.

Study Guidelines include general information about the work to be done during the Project Courses, the reports and content to be given, and the timetable of the Project Courses and studies. The chapter also covers the principles of evaluation of the outputs from the Project Courses.

1.3. Conditions for Taking Project Courses

The student must do the following in order to apply to the Head of the Department by registering for the course to take the Graduation Project course in the last semester:

In order to register for the Graduation Design Project course in the final semester, students must have successfully passed the Industrial Engineering Project course in the fall semester. In addition, in order to prepare a successful Senior Design Project, students must;

- Not to fail more than three compulsory and technical elective courses in the education-training program until the 8th semester,
- It is recommended to have completed at least 30 days of professional internship obligation.

1.4. Course Periods

The duration of Project Courses is two semesters. It is advised to take the *Industry Engineering Project*, in the fall semester and the *Graduation Project*, in the spring semester.

1.5. Student Responsibilities

- 1. The student determines a *project subject* and requests a supervisor by meeting with the relevant faculty members in the first semester of the Industry *Engineering Project* course to be taken.
- 2. The student fills in the Industrial Engineering Project Registration Form in Annex-1, which can be downloaded from this guide in the "Student" tab or obtained from the Department Secretary and submits it to the Course Research Assistant by the end of the 3rd-course week after obtaining the approval of the Supervisor.
- 3. Once the topic is finalized in this way, the student is responsible for planning, researching, developing, executing, and finalizing the project. It is essential for a student to perform the studies on *his/her own*. The supervisor only guides the student.
- 4. The student meets regularly with his/her supervisor at least *once a week* about his/her project and completes his/her project by allocating a regular and scheduled time every week within the framework of these instructions.
- 5. In order to successfully complete the project, the student must allocate 56 hours (4 hours x 14 weeks) in the 7th semester and 126 hours (9 hours x 14 weeks) in the 8th semester, for a total of at least 182 hours.
- 6. The student is advised to keep a "Project Logbook" or a "Project File" in which he/she can take notes during all meetings with his/her supervisor and write down what to do about the project and any ideas that come to mind.
- 7. The student is obliged to make the *resource scanning and information gathering, project proposal, graduation project draft, graduation project and presentation reports and*

studies described in this guide on time and submit them at the latest on the exam dates and times specified in the midterm / final exam programs, make a presentation on the specified date and take the exam. The submission date of the thesis work related to the Graduation Project is the first day of the final exams at the latest.

- 8. The student who fails to submit these reports to the Course Research Assistant to be audited on the specified dates or who fails to attend the presentation and exam loses the right to submit or to attend the presentation exam and the *exam* grade is evaluated as 0 (zero). The provisions of paragraphs (3), (4) and (5) of Article 25 titled "Examinations" of the IGU Associate and Undergraduate Education and Examination Regulations regarding the "Excuse Examination" are applied for the student who cannot make the submission or presentation on the specified date due to an excuse. Despite there being an excuse, 10 (ten) points will be deducted for each day from the date the excuse ends until the student submits the report on the project.
- 9. The student keeps the supervisor's correction and improvement suggestions or copies of these reports and studies in the project file, takes them into consideration in his/her studies, and shows them to the supervisor when requested.
- 10. The student must be present at the thesis exam with the presentation work according to the schedule announced by the Chair of the Department.

1.6. Supervisor Responsibilities

The Chair of the Department is authorized to allocate the subjects to the students who apply for Project Courses and to assign a supervisor.

- 1. Project Courses are monitored by a supervisor.
- 2. The supervisor determines the project topic together with the student.
- 3. The supervisor assists the student by guiding him/her in planning, realizing, writing and presenting the report.
- 4. The supervisor conducts regular weekly meetings with the student about the graduation project. These meetings are recorded in the class attendance list.
- 5. The supervisor evaluates the student's attitude and work in the project work process, outputs such as resource scanning and information gathering, graduation project proposal, graduation project draft, and graduation project, and makes grade entries by coordinating the results with the Chair of the Department before the midterm and final exam grade entries. If the grade entries are made by the Chair of the Department, he/she submits the grades to the Chair of the Department.
- 6. The supervisor examines all these forms and reports prepared by the student and returns them to the student with the correction and development suggestions it deems necessary.

1.7. Group Projects

It is possible for up to two Students to prepare a single major project. In such a case, each Student will be responsible for a designated part of the project and will also prepare his/her part of the project in the format of a thesis, linking it to the whole project.

1.8. Scope of Project Courses and Documents to be Submitted

Within the scope of the project courses to be taken in the senior year, the student is obliged to carry out the studies described under the following headings "Resource Search and Information Collection", "Graduation Project Proposal", "Graduation Project Draft", "Graduation Project (thesis)" and "Graduation Project Presentation" and to present reports or documents related to these studies.

All these studies to be carried out within the framework of the project courses are presented by the Student to the Supervisor in the form of a report. Students will often encounter report preparation situations in their future professional life. The following general rules should be followed in the preparation of these reports, which will also set an example for them:

- 1. Reports should be written in clear and simple language, using Turkish words as much as possible, in accordance with the principles described in this section and the spelling rules and structures in Chapter 2.
- 2. Reports must be accurate and objective.
- 3. Reports should be prepared with relevant and purposeful content.
- 4. Reports should be prepared and submitted on time.
- 5. The use of singular and plural persons as subjects in the narration of a study should be avoided and the simple past tense should be used with a passive structure. For example, *"I prepared the workflow drawing by observing the production process"* is an erroneous expression.

The correct expression should be "Workflow drawing is prepared by observing the production process". General information should be given with the use of present tense predicates, as in the examples such as "done", "taken", and "added".

6. It is of great importance *not to cause scientific theft* in thesis studies. All information quoted from different sources in the graduation project reports must be cited correctly. Theses are electronically checked for plagiarism, for this purpose. *The penalty for not citing sources is a temporary suspension from school, according to the latest YÖK Disciplinary Regulation.*

1.8.1. Literature Review and Information Collection Report

The main headings of this first report, which is prepared within the scope of the "Industrial Engineering Project" and is in the nature of a midterm exam, are given in the Literature Review and Information Collection Report Form in **Annex-2**. This report must be delivered to the Course Research Assistant by signing the "*Project Report Delivery Report*" in **Annex-3** on the *date previously announced by the Department Head*.

The Title Section of this report includes introductory information about the Student and the Supervisor, the dates of approval of the Report and the Supervisor, and the signature of the Supervisor. Under the title section, the title of the graduation project or thesis, which is also approved by the Supervisor "*subject*" takes place. The topic is the name of the project and should be determined in a way that gives a complete idea about the research topic, but not too long. After the subject, there is an "**explanation**" heading where the subject of the study is explained, the purpose of the study, its sub-purposes, and objectives, if any. Under this heading, it is also necessary to indicate the work that has been done in relation to the literature review and information-gathering process, the point at which these studies are, and the difficulties encountered. This heading is followed by the **Results of Source Scanning and Information Gathering** section, which lists the *books, articles and reports, websites,* Industrial Engineering and engineering standards and other information sources that will be used as a basis in the project by the student. In this section, the sources should be written one by one in a structure that complies with the examples in the "References" appendix of the Writing Guide in Section 2. Important information and quotations or source summaries collected from these sources, including Industrial Engineering and engineering standards, are given under the title of **Important Information Collected and Source Summaries** or as an appendix to the report. In the last section of this report, a final evaluation is made regarding the source scan and information collection activities and the report is completed with the *Student's signature*.

In this report, it is mandatory to indicate Industrial Engineering and engineering standards as references as stated above and to quote these standards or provide standard summaries.

The Literature Review and Information Collection Report is used as the basis for the student's Midterm (*and hence Midterm Evaluation*) grade for the Industrial Engineering Project course. The supervisor determines the grade of this report by taking into account the following evaluation criteria:

•	Format of the report prepared in accordance with ANNEX-2	10 Points
•	Clearly defining the goals and objectives in the description section	10 Points
•	Scanning a sufficient number of books, articles, etc. (at least 10 of each)	30 Points
•	Research on national and international Industrial Engineering and engineering standards related to the project topic.	10 Points
٠	Summarizing key information and sources collected	30 Points
	Quoting relevant Industrial Engineering/engineering standards	10 Points
	TOT	TAL 100 Points

1.8.2. Graduation Design Project Proposal Report

This report, which is prepared within the scope of the Industrial Engineering Project and is a final exam, must be delivered to the Course Research Assistant by signing the Project Report Delivery Report in ANNEX-3 on the *date previously announced by the Department Head*.

The main purpose of this study is to formulate the project goals and objectives defined by the Supervisor within the framework of a realistic plan and to start the project work. With this report, all requirements related to the project are analyzed, the project is defined, the methodology is determined, and the project steps and plan are created, taking into account the resources. The work done to prepare this report is the work of planning the final design project. The Project Proposal Report is a project plan. The Project Proposal Report should be prepared in the following format: Although the preparation of the report in the required format is a criterion for evaluation, the content and information to be written under each heading is the main one. The expected length for this report is approximately 6-10 pages excluding the title and summary page. In the writing of the Project Proposal Report described below, it is obligatory to comply with the writing rules and formats given in Chapter 2.

1. Title and Cover Page: The title should be at most 15 words in length to give an idea about the project to those who will read the report and not to distract attention. For example, the title "Work Ranking" is a general title that does not give enough insight into project work since there are many methods for sequencing work according to the number of machines, the criteria used and the way the work arrives "Two Measured Single Machine Sorting Problem for Intuitive One Algorithm" is an adequate and understandable title to introduce the topic.

- The following information should be included on the cover page with sufficient spacing from top to bottom.
- Istanbul Gelisim University, Faculty of Engineering and Architecture
- Department of Industrial Engineering
- Title (subject) of the project
- Type of report (Graduation Design Project Proposal)
- the word 'Prepared by' and the name, surname and number of the preparer
- the word 'Supervisor' and the title, name and surname of the Supervisor
- 'Istanbul, date' (Date of submission of your report)

2. Abstract: It is written on a separate page immediately after the cover page. The abstract section describes what the study is about, what is to be achieved with this project, and the work done so far. The abstract section is a maximum of 200 words and provides the reader with information about the project in a short time. It is recommended to write the abstract section after the writing of the report is finished. The abstract can be easily prepared based on the introduction, purpose, and conclusion sections of the report. In the writing of the abstract section, the writing rules and format described under the title of the abstract in Chapter 2 shall be followed. An example of a summary is included in the annex to the Guidelines.

3. Introduction: In the introduction, there should be basic information necessary to enable the reader to understand and evaluate the project without the need to read other publications on the subject, the need and purpose of the study and the methodology used should be briefly explained. The reason for choosing the project topic and the importance of the topic should be well emphasized in the introduction. The length of the introduction section in the project proposal report can be 1-2 pages. In the writing of the introduction, the spelling rules and format described under the title of Introduction in Chapter 2 are followed.

The structure of the introduction should be as follows:

- The topic of the graduation project should be defined once more.
- If there is any preliminary information that needs to be known in order to understand the graduation project work, it should be explained.

- Previous studies on the same subject should be mentioned and evaluated. The 5-10 main sources used for the project proposal report should be given.

- The methods used in the study should be briefly described. - The next sections of the report should be briefly introduced.

4. Purpose and Objectives: The aims and objectives to be achieved by the project should be stated under this heading. Stating the main results to be achieved or desired at the end of the project is a *statement of purpose*. The purpose of the study should be realizable and clearly explained. Objectives are the concrete and measurable results that need to be achieved in order to realize the purpose. Objectives are lower-order purposes. The objectives and targets should be as specific and measurable as possible, which will also allow for the measurement of how successful the student has been at the end of the project. In other words, purposes enable the determination of measures of effectiveness that enable the comparison of solution options. For example, in a project to select a factory location in a way that minimizes transportation costs, the measure of efficiency is the cost in TL of total transportation between alternative factory locations and target markets [Cost (TL) = Distance (km) x load (tons) x unit transportation cost (TL/ton-km)].

5. Method: The method or methods to be used for the realization of the project work and the reason for the selection of these methods should be explained under this heading. Techniques, experiments, surveys, simulations, etc. that will be used in the collection and interpretation of data and information and in obtaining the solution are stated here with their reasons. In the research, it should be clearly stated under this heading which Industrial Engineering and engineering methods and techniques will be used and which national and international standards will be complied with in this regard.

In addition, under this heading, the literature (theory) and application sections that should be included in the Graduation Design Project to be prepared and submitted in the Spring Semester should be tried to be addressed in a broad manner, especially including the verbal parts and models of the method to be applied. These efforts to be made in communication with the advisor will also facilitate the thesis writing process, which requires intensive work and takes time in the Spring Semester.

6. Assumptions: The acceptance of the solution to the issue or problem addressed in the graduation project requires the determination of the conditions that the solution will comply with or be valid. It consists of the conditions, assumptions, and limitations that the solution has to comply with.

Assumptions are assumptions aimed at simplifying the problem and therefore the solution addressed in the project. A solution is valid and leads to the desired results only if the assumptions are respected. For example, in a factory siting project aimed at minimizing transportation costs, the assumption that transportation between the factory and the target markets takes place over 'straight distances' or 'rectangular distances' is an assumption to facilitate the solution. Under this heading, the assumptions that will be valid in the project should be specified one by one. If it becomes necessary to make new assumptions at a later stage of the study (during the Graduation Design Project II), these assumptions should be added to the initial assumptions set out in the project proposal.

7. Scope and Limitations: Under this heading, the limits, i.e. the scope, of the topic of study related to the Graduation Project and the impossibilities that the options for solving the problem addressed in the project will be subject to are specified. The main limitations are the resources to be used, time, existing policies, legislation and activities, data collection, and methodology. The use of resources related to the solution to be proposed in the project is not unlimited. There are limits to the maximum use of scarce resources. These limitations should be set in advance. For example, in a scheduling project, limitations on machine and labor capacity should be set in advance.

8. Project Related Requirements: In this section, an analysis of the technical equipment, laboratory and other resource requirements necessary for the student to complete the project should be made, and requests and suggestions, if any, should be presented. As with the content of the other headings, the opinion of the project supervisor should be sought for this section as well.

9. Project Outputs: Under this heading, all outputs expected to be obtained as a result of the project work should be listed. For example, the main outputs expected to be obtained within the framework of the Graduation Design Project courses may be as follows:

- Literature Review and Information Collection Report
- Graduation Design Proposal Report
- Graduation Design Project Draft
- Graduation Design Project (thesis)
- Graduation Design Project Presentation
- Prepared software, if any
- CD of the project and software
- Plans, blueprints, mock-ups, models, hardware and prepared user manual etc., if any.

10. Graduation Design Project Study and Time Plans This is the part of the report that answers how and through which steps the graduation design project will be carried out. The stages and steps indicating what kind of a plan should be followed in order for the project to achieve its objective are specified in this section.

As stated in the section titled Student Responsibilities; in order to successfully complete the graduation project, the student must allocate 56 hours in the 7th semester and 126 hours in the 8th semester. The main purpose of project planning is to ensure that the project is completed in the allocated time, using the time effectively and consciously, without skipping anything. The planning in this report is the plan that will be valid throughout the entire project work within the Project Lessons framework.

Work analyses and work breakdown structure should be done in the planning of the project. For this, the main activities/work packages to be carried out from the beginning to complete the project (resource search and information gathering, preparation of the project proposal, preparation of the instruments and software, experiments, data analysis, report writing, etc.) should be listed and each activity should be prioritized. It should then be estimated how much time is needed over the number of weeks to carry out each activity and the activities/work packages that need to be done should be assigned to all weeks covering

the two periods. It should be kept in mind that some work can be carried out in parallel.

From this point on, it is now possible to prepare a "Project Schedule", in other words a "Project Timetable". This schedule is shown on a Gantt Chart, which covers the duration of the project from start to finish. In this process, vacation and exam periods should also be taken into account. The Gantt Chart, which gives the work and time plan, can also be done through software such as MS Project.

In addition, key milestones should also be identified in a project timeline. Cornerstones are important events to be achieved during the course of the project that serve to measure the progress made during project execution. For example, "Resource Search and Information Gathering Report due on November 7, 20.." or "Graduation Design Project Proposal Report due on January 5, 20..". Similarly, 5-6 key events related to the project should be identified and shown on the Gantt Chart. A Gantt Chart showing the submission weeks of the important reports that should be given within the scope of the Graduation Design Project I and II and A Gantt Chart showing the delivery weeks of important reports that form the basis of the student's grade evaluation is given in **Annex-4** as the Graduation Design Project Time Plan.

Some of the resources that can be used for project planning are given below:

- 1. Project Management, http://en.wikipedia.org/wiki/Project management
- 2. Gantt Charts, Planning and scheduling complex projects, http://www.mindtools.com/pages/article/newPPM_03.htm
- 3. Production Management Kenan ÖZDEN. Hv H.O. Publications. 1989.
- 4. Project Management. Prof. Dr. İsmet BARUTÇUGİL. Career Publishing. 2008.
- 5. Project Management. Prof.Dr. I.Mete DOĞRUER. Opening Book. 2007.
- 6. Project Management. Jean HARRIS. Hayat Publications. 2008.
- 7. Network Based on Computer Supported Project Management. Prof. Dr. Fikret KESKİNEL, Birsen Publishing House, 2000.
- 8. Step Step Project Management. Richard NEWTON. Optimist Ration Distribution. 2010.
- 9. Project Management. Richard LUECKE. Türkiye İş Bankası Yayınları. 2. Edition, 2010.
- 10. Strategic Project Management. Margit WERMPTER. Evolution Publishing House. 1992

11. Project Management and Project Consultancy Burhan ALBAYRAK. BETA Publishing House, 2001

- 12.A Guide to the Project Management Body of Knowledge. PMBOK Guide, 3rd Edition.
- 13. Modern Project Management. Norman R. Howes, 2001.
- 14. Project Management Step by step. Larry Richman, 2002.
- 15. The Project Management Question and Answer Book. Michael W. Newell, PMP, Marina N. Grashina, PMP, 2003.
- 16.Information Systems Project Management, 2nd edition. Jolyon Hallows, 2005.
- 17. Effective IT Project Management. Anita Rosen, 2004.
- 18. The AMA Handbook of Project Managment, 2nd edition. Paul C. Dinsmore, Jeannette Cabanis Brewin, 2005.
 - 11. Results: The main points addressed in the Project Proposal Report, and the main

problems that need to be solved to achieve the project objectives are evaluated and summarized in this section, including the progress made in the studies. An effective way is to list the results in bullet points on no more than one page.

Graduation Design Project Proposal Report Assessment: This report is taken as the basis for the student's *Final Examination grade* for the Graduation Design Project course. The supervisor determines the grade of the report by considering the following evaluation criteria:

٠	Preparation of the report in accordance with the general format (described in		5 Points
	1.12.2.)		
•	Appropriateness of the abstract in terms of content and expression	5	Points
٠	Appropriateness of the introduction in terms of content and expression	5	Points
٠	Clear statement of goals and objectives	5 Point	S
٠	Clear and appropriate specification of Industrial Engineering and Engineering	g 1	5 Points
	methods to be used.		
٠	Explanation of national and international Industrial Engineering and engineer	ing	10 Points
	Standards to be followed		
٠	Clear and appropriate specification of assumptions	10 Po	ints
٠	Clear and appropriate specification of scope and limitations	10 I	Points
٠	Clear and appropriate specification of project-related requirements	5	Points
•	Specification of project outputs 5	Points	
٠	Specification of work and time plans in accordance with the project and guide	e 1	5 Points
•	Clear and appropriate specification of results	1	0 Points
	T	'OTAL	100 Points

1.8.3. Graduation Design Project Draft

The Graduation Project Draft (report) is a report prepared within the scope of *the Graduation Design Project Course* and is a *midterm exam*. The Project Report Delivery Report in **Annex-3** must be signed and delivered to the Course Research Assistant on the *date previously announced by the Department Head*.

The main purpose of the Graduation Design Project Draft is to report the final situation reached in the Graduation Design Project carried out in line with the project aims, objectives and studies planned in the project proposal report as a *thesis draft*. In order for this draft to be submitted, the literature studies envisaged in the project study, model setup and mathematical formulation, if any, field or experimental studies must be completed and the thesis draft must be written.

The Graduation Design Project Draft is the first and last sample of the Graduation Project submitted to the supervisor as a whole. The supervisor grades the midterm exam according to this draft and notifies the student of the necessary corrections and suggestions for improvement by indicating the deficiencies and errors.

The format of the Graduation Design Project Draft is the same as the final Graduation Design Project (thesis) format. The sections that must be included in the project draft and the final thesis must be listed as follows:

- Outer Cover
- Inside Cover
- Thesis Approval Page
- Preface (and/or Acknowledgments)
- Table of Contents
- (If available) lists of abbreviations / tables / figures (graphs, maps, diagrams, notes, pictures, etc.)
- Thesis abstract prepared in Turkish
- Thesis abstract prepared in a foreign language.
- Text Section (Introduction-Other Sections-Conclusion and/or Discussion)
- Sources
- (If any) Annexes
- Resume

A detailed explanation of the content of each of these chapters is given in the "Graduation Design Project Writing Guide" under the heading "2.3. Rules Regarding the Writing of the Thesis and the Content of the Chapters". The student must comply with all the rules in the Graduation Design Project Writing Guide in terms of format requirements and other rules in the writing of both the Project Draft and the final report.

All elements (cover, abstract, introduction, purpose and objectives, method, assumptions, limitations, etc.) included in the Project Proposal Report previously prepared by the Student should be reviewed and developed in the light of the Industrial Engineering and engineering Standards to be followed and the latest studies and used under the relevant headings and sections in the writing of the Graduation Design Project Draft.

In the *main sections* between the introduction and conclusion sections, the subject of the Graduation Design Project should be covered and its application should be done. In other words, in the main sections, literary studies, theoretical and model (mathematical etc.) studies, model *solutions or simulation studies, project implementation, hardware, field or experimental studies, if any, are processed in accordance with the scientific research method of Industrial Engineering and Engineering Standards.*

It is mandatory that Industrial Engineering and engineering standards are stated in the bibliography section of the Graduation Design Project and how these standards are utilized is used with quotations and explanations in the theory and application sections of the project.

The Graduation Design Project Draft Report is taken as the basis for the student's *Midterm Exam (and therefore Midterm Evaluation) grade* for the *Graduation Design Project* course. The supervisor determines the grade of this report by considering the following evaluation criteria:

• Preparation of the report in accordance with the format in the writing guide *10 Points*

•	Preparation of the summary, introduction, application and conclusion sections in high quality and in accordance with the guide principles	1	0 Points
•	Conducting the literature study in a relevant, sufficient and accurate mann	ner	10 Points
•	Adequacy and accuracy of citations (references)	10 Po	oints
•	Compliance and appropriateness of the application, results and suggestion to the project purpose and subject	18	10 Points
•	Open use of Industrial Engineering and Engineering techniques with scientific research method in the literature and application sections	1	0 Points
٠	Specification and use of relevant national and international Industrial	1	0 Points
	Engineering and engineering standards in the literature and application se	ctions	
•	The report should be written with the student's own sentences, using a pur language	re	10 Points
•	The quality of the figures, tables, graphs and diagrams used and their compliance with the guide		5 Points
•	Originality of the subject, model, solution or application in the Project <i>TOTA</i>	L	<u>10 Points</u> 100 Points

1.8.4. Graduation Design Project (Thesis)

Graduation Design Project (Thesis) is a report prepared within the scope of *the Graduation Design Project Course* and is a *final exam* with its oral presentation.

The main purpose of the Graduation Design Project is to enable the student to research and process the selected project topic according to the methods applied in the field of education, using the knowledge and competencies gained during the education and training period, and to defend the results obtained in front of a Jury by presenting them in the form of a written report. It aims to create a project by using the knowledge, experience, and competencies that the student has acquired from the courses taken during the academic years. In addition, it is expected to provide the student with experience on how to make a presentation of a project and how to write a report.

This report is the final status of the Graduation Design Project (Thesis) in which all deficiencies and errors *in the Graduation Design Project Draft*, which was planned with the project proposal report and carried out in line with the project goals, objectives and studies, and presented to replace the midterm exam, have been eliminated and made ready for printing and presentation.

The format (format) of the Graduation Design Project and the sections that must be included in it are the same as the format of the Graduation Design Project Draft described under the previous heading. A detailed explanation of the content of each of these sections is given in the "Graduation Design Project Writing Guide"under the heading "2.3. Rules Regarding the Writing of the Thesis and the Content of the Sections". The student must fully comply with all the rules in the Graduation Design Project Writing Guide in terms of format requirements and other rules in the writing of this final report.

In terms of content, the main sections between the introduction and conclusion sections must cover the subject of *the Graduation Design Project* and have it implemented. In other words, the main sections must include *literature studies, theoretical and model studies (mathematical*

etc.), model solutions or simulation studies, project implementation, hardware, field or experimental studies, if any, in accordance with the scientific research method of the Industrial Engineering and Engineering Standards.

1.9. Submission of Graduation Design Project

After completing the graduation project in accordance with the format and form requirements, the student fills out the *Graduation Design Project Submission and Examination Form* given in **Annex-5** and, after the preliminary inspection of the Advisor and his/her approval, delivers 3 (three) spiral-bound copies of the thesis, along with 1 CD containing the pdf and word format files and the software used, if any, to the Course Research Assistant on the date announced in advance by the Department Head. In addition, he/she signs the Graduation Design Project Submission Report given in Annex-6.

However, in order to obtain the approval of the Supervisor before submitting the Graduation Project to the Department Secretary, the student must *submit the final draft of the thesis to the Supervisor within the first 2 days of the 14th (Last) Course Week and* finalize the Graduation Project by taking into account the feedback, if any, provided by the Supervisor.

1.10. Jury Formation and Determination of Oral-Exam Date

The proposal for the jury and presentation exam dates received from the Department Chair to evaluate the graduation project and presentation and to conduct an oral exam is evaluated and decided by the Faculty Executive Board. The thesis jury consists of 5 faculty members/officials, 2 of whom are substitutes, and 3 full members, one of whom is the Supervisor.

1.11. Presentation and Examination of Graduate Design Project

The student makes the presentation and defense of the graduation design project on the prescribed date in front of the thesis jury. The presentation should include the subject of the project, its purpose, the methodology applied, a summary of the chapters, conclusions, and recommendations. The presentation should consist of slides with a maximum of 10 lines written according to the presentation technique with characters no smaller than 24 pt. After the presentation of the project, the student answers the questions of the jury members about the project and the course subjects related to the project. A *student who gives the impression* that the graduation design project he/she submits *was not made by him/herself* is subjected to a special examination by the Jury and a decision is made about his/her thesis and himself/herself.

1.12. Graduation Design Project Evaluation and Final Procedures

The graduation design project is evaluated separately by each Jury member together with the presentation made after submission and the written or oral exam. In this evaluation, each jury member fills in the *Graduation Design Project Evaluation Form* in **Annex-7** and gives the student's grade. The *success of* the graduation design project is *determined by the average of* grades given by the jury members.

The average grade of the Graduation Design Project determined by the Jury is accepted as the *Final Grade* of the Graduation Design Project course. The Supervisor and Jury members determine the evaluation grades by taking into account the criteria described below.

Criterion 1: Student Graduation Design Project Approach and Authenticity 20 Points

The assessment for this criterion is based on the presence of one or more of the following four conditions in the final design work. It is sufficient if one of these is completed in full to receive the full score of 20 points. In the study.

- Making original, necessary and sufficient mathematical developments,
- Conducting its own simulation sufficiently and properly,
- Implementation of an original software,
- Application of a model, technique or software that is new in the literature in a new field

Criterion 2: Content and Formal Features of the Graduation Design Project 50 Points • Preparation of the graduation design project (thesis) in accordance with the 5 Points • format in the writing guide • Preparation of summary, introduction, application and conclusion sections in 5 Points high quality and in accordance with the guidelines • Literature study should be done in a relevant, sufficient and correct manner 5 Points • Adequacy and accuracy of citations (references) • Compatibility and appropriateness of application, results and suggestions 5 Points with the project purpose and subject • Open use of Industrial Engineering and Engineering techniques with 10 Points scientific research method in literature and application sections • Specification and use of relevant national and international Industrial 10 Points Engineering and engineering standards in literature and application sections • The graduation design project should be written in the student's own words, 5 Points using a pure language The quality of the figures, tables, graphs and diagrams used and their 5 Points • compliance with the guide **Criterion 3: Presentation and Examination** 30 Points • Making the presentation clear and understandable 5 Points • Presentation of the thesis in the integrity of introduction-development-conclusion 5 Points • Presentation language and 5 Points • Correct use of time 5 Points Mastery of the subject and correct answers to questions 10 Points

In addition, the "Defense Examination Minutes" in Annex-8 is filled out and signed by the jury for each student. The rejected project fails the class. The grade of the *corrected* project is processed as FF. The student who receives a grade of FF must make up the deficiencies from the date of the exam until the Make-up Examination at most. In the calculation of the success grade in the report

and thus in determining the acceptance/rejection status of the thesis, 40% of the Student's Mid-Year grade and 60% of the Final grade given by the Jury are taken as basis.

The student, who is successful as a result of acceptance or correction, corrects the thesis errors and deficiencies stated by the jury members during the presentation-examination and submits the thesis to the Course Research Assistant in *3 copies, bound with a cardboard cover* and *with a CD attached to it*, after having it inspected by the supervisor and the Chair of the Department within the period given from the exam date and obtaining their signed approvals. The CD contains the latest corrected version of the content described above and the exam presentation as PowerPoint. At the time of submission, the student fills in and signs *the Final Submission Record* in Annex 9. One of these theses is kept in the Department by the Department Head and the others are distributed to the Advisor and the University Library.

1.13. Graduation Design Project Repetition

Students who fail to submit the graduation project within the deadline and students whose graduation design project is found unsuccessful fail the course and reapply in the following semester to prepare a graduation design project on the subjects announced for that semester.

CHAPTER 1 - APPENDICES:

ANNEX 1: Graduation Design Project Registration Form

ISTANBUL GELISIM UNIVERSITY FACULTY OF ENGINEERING AND ARCHITECTURE DEPARTMENT OF INDUSTRIAL ENGINEERING

Subject: Graduation Design Project Registration Form

...../...../20....

To the Department of Industrial Engineering,

Regarding the "Industrial Engineering Project" and "Graduation Design Project" courses, I would like to perform the Graduation Design Project, whose supervisor and subject I have indicated below, in the Fall and Spring semesters of the 20...-20... academic year. I accept that I will not be able to take the course if I cannot meet the prerequisites for credit and course passing within the framework of the regulations and directives. I submit your information and necessity.

STUDENT:		
First-Last Name:		
Student Number:		
Contact	Tel:	
Information:	Email:	
Date:		
Signature:		

Title of the Graduation Design Project:
Project Objectives and Expected Outputs (Abstract):

SUPERVISOR:

Title, First-Last Name:	
	Tel:
Contact Information:	Email:
Date:	
Signature:	

ANNEX 2: Literature Review and Information Collection Report

ISTANBUL GELISIM UNIVERSITY FACULTY OF ENGINEERING AND ARCHITECTURE DEPARTMENT OF INDUSTRIAL ENGINEERING

Subject: Literature Review and Information Collection Report Form/20....

STUDENT

First-Last	
Name:	
Number:	
Department	:

SUPERVISOR :

(Signature)/20....

1.	THESIS	SUBJE	СТ:	•••••	•••••	••••••	•••••	•••••
	•••••							

2. DETAILS:

.....

3. LITERATURE REVIEW AND INFO COLLECTION

RESULTS:

- a. Books:
- **b.** Article and Proceedings:

c. Sites:

d. National and International Industrial Engineering and Engineering Standards:

4. COLLECTED IMPORTANT INFORMATION AND SOURCE

SUMMARIES (Quotations or summaries from each of the sources given in Article 3 are given under this heading.):

5. CONCLUSION:

(Student's Signature)

ANNEX 3: Project Report Submission Records

ISTANBUL GELISIM UNIVERSITY FACULTY OF ENGINEERING AND ARCHITECTURE DEPARTMENT OF INDUSTRIAL ENGINEERING

Subject: Project Report Submission Records

20...-20...

The student submits 1 (one) copy of the "Literature Review and Information Collection Report" (I) / "Graduation Design Project Proposal Report" (II) / "Graduation Design Project Draft Report" (III) to the Course Research Assistant on the date previously announced by the Department Head and signs it by filling in his/her name on the form.

	Student			vered R	Report	Date-Time	Signature
	Number	Name Surname	(I)	(11)	(111)		
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							
14							
15							
16							
17							
18							
19							
20							
21							
22							

ANNEX 4: Graduation Project Time Plan Example



ANNEX 5: Graduation Design Project Submission and Examination Form

ISTANBUL GELİŞİM UNIVERSITY FACULTY OF ENGINEERING AND ARCHITECTURE DEPARTMENT OF INDUSTRIAL ENGINEERING

Subject: Graduation Design Project Submission and Examination Form/201.

To the Department of Industrial Engineering,

I have completed my Graduation Design Project assignment, the subject of which is stated below. I enclose a copy. Kindly submitted for necessary action.

STUDENT Name Surname:	
Number :	Signature:
Graduation Design Project Subject:	
SUPERVISOR'S OPINION:	Deliverable
Description:	
I request the necessary action to be taken in accordance with the rel Guidelines.	evant Regulations, Directive, and
	/ /
Supervisor:	
l itle: First-Last Name :	Signature
Graduation Design Pro	bject Jury
Title, First-Last Name	University, Faculty/School, Department
1) (Supervisor-Original):	
2) (Original):	
3) (Original):	
4) (Reserve):	
5) (Reserve):	

In accordance with the relevant Regulation, Directive and Guidelines, I kindly request that the necessary action (exam and evaluation / objection review) be taken and the result be notified.

Prof. Dr.
Chair of Department

DOCUMENT REGISTRATION				
Registration Date Registration No Attachment				

..... / / Signature:

Exam Date : / / Exam Time :

ANNEX 6: Graduation Design Project Submission Record

ISTANBUL GELİŞİM UNIVERSITY FACULTY OF ENGINEERING AND ARCHITECTURE DEPARTMENT OF INDUSTRIAL ENGINEERING

Subject: Graduation Design Project Submission Record

20... - 20...

The student submits the Graduation Design Project in 3 (three) spiral-bound copies, along with a CD, to the Course Research Assistant on the date *previously announced by the Department Head*, and signs the form by filling in the order of his/her name.

	Student		Those who deliver			Date-Time	Signature
	Number	Name Surname	Thesis	CD	Other		
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							
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21							
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23							
24							

ANNEX 7: Graduate Design Project Evaluation Form

ISTANBUL GELISIM UNIVERSITY ENGINEERING AND ARCHITECTURE FACULTY INDUSTRY ENGINEERING DEPARTMENT

Subject: Graduation Design Project Evaluation Form

...../200..

STUDENT'S FIRST AND LAST NAME:STUDENT NUMBER:GRADUATION PROJECT SUBJECT

EXPLANATION	Points (most)	Given Score
Criterion 1: Student's Approach to the Project and Authenticity	20	Score
 The assessment for this criterion is based on the presence of one or more of the following four conditions in the final design work. It is sufficient if one of these is completed in full to receive the full score of 20 points. In the study; Making original, necessary and sufficient mathematical developments, 		
• Adequate and proper self-simulation,		
 Realization of an original software, Application of a model, technique or software that is new in the literature in a new field. 		
Criterion 2: Content and Formal Features of the Graduation Design Project	50	
 Preparation of the graduation design project in accordance with the format in the writing guide Preparation of the abstract, introduction, application and conclusion sections in high quality and in accordance with the guide principles. 	5	
 Conducting the literature study in a relevant, sufficient and accurate manner 	5	
 Adequacy and accuracy of citations (citations) 		
• Compliance and appropriateness of the application, results and suggestions to the project purpose		
and subject		
• Open use of Industrial Engineering and Engineering techniques with scientific research method in the literature and application sections		
• Specification and use of relevant national and international Industrial Engineering and engineering		
 standards in the literature and application sections The graduation project should be written in the student's own words, using a pure language Quality of the figures, tables, graphs and diagrams used and their compliance with the guide 	5	
Criterion 3: Presentation and Examination	30	
•Making the presentation clear and understandable	5	
•Presentation of the thesis in the integrity of introduction-development-conclusion	5	
•Presentation language and		
•Correct use of time		
• Mastery of the subject and correct answers to questions	10	
TOTAL SCORE	100	
JURY MEMBER: Signature:		

ISTANBUL GELISIM UNIVERSITY	FACUL' IND	ISTANBUL GE FY OF ENGINEI USTRIAL ENGI	LİŞİM UNIVERSIT ERING AND ARCHI NEERING DEPART	Y ITECTURE IMENT	ANNEX 8
	GRADUA	ATION DESIGN R	N PROJECT DEFE EPORT	INSE EXAM	
Student's name and surname: Student number Academic Year Advisor TO THE HEAD OF THE INDUSTRIAL ENGINEERING DEPARTMENT					20
The Graduation Project exam and evaluation of the student whose identity information is written above was completed on/ The following decision was taken by the jury members unanimously / by majority vote regarding the student's Graduation Design Project work.					
Jury Member (Cons Acceptance In case of majority vote	sultant)	Jury Member prreciton ion of the opp	Jur Rejection osing vote:	y Member Point:	
In case of correction:					
1. Thesis Defense Exam	of the menti	oned student/	/201. It will be held	d on.	
2. Thesis defense//201	. It was mad	de on and was ac	cepted / rejected by	unanimous vot	e.
In case of changing the	thesis na	me:			
It is appropriate to cha	ange the th	nesis name to			
Jury Member (Consulta	nt)	Jury Memb	er	Jury	Member
		APPROVED	BY		
	Prof. Head of Ir	ndustrial Engir	neering Departme	ent	

ANNEX 8: Graduation Design Project Defense Examination Record

ANNEX 9: Final Submission Record for Graduation Design Project

ISTANBUL GELİŞİM UNIVERSITY FACULTY OF ENGINEERING AND ARCHITECTURE DEPARTMENT OF INDUSTRIAL ENGINEERING

Subject: Final Submission Record for Graduation Design Project 20... – 20..

After all the corrections, the student submits the Graduation Design Project to the Course Research Assistant with *4 copies of cardboard bound and 4 CDs* and signs the form by filling in the order of his/her name.

	St	udent	Those	Those who deliver		Date-Hour	Signature
	Number	Name Surname	Thesis	CD	Other		
1							
2							
3							
4							
5							
6							
7							
8							
9							
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21							
22							
23							
24							



FACULTY OF ENGINEERING AND ARCHITECTURE

DEPARTMENT OF INDUSTRIAL ENGINEERING

Chapter 2

GRADUATION DESIGN PROJECT WRITING GUIDE

SEPTEMBER 2016 (UPDATE 2024)

2. GRADUATION DESIGN PROJECT WRITING GUIDE

As mentioned at the beginning of the first chapter, **this manual**, which is prepared to guide the work to be done during the Project lessons, **consists of 2 chapters**. In *the first part*, a *study guide* containing details and information about the process of the studies to be carried out is given. The *second part* contains the reports that need to be prepared and the writing *guide* that includes the writing rules and format conditions for the thesis.

(**NOTE:** Except for in-text line and paragraph spacing, the format and spelling rules stipulated in the guide have been applied in the writing of this guide).

2.1. Introduction

Undergraduate graduation projects/theses, term projects, assignments and reports to be submitted to IGU Faculty of Engineering and Architecture, Department of Industrial Engineering must be written and submitted in accordance with the principles specified in this guide for the Department. Theses and reports that are not written in accordance with the formats specified in this writing guide are not accepted.

2.2. General Rules

General rules regarding the transfer of the thesis to the computer, the type of paper to be used and the reproduction system, spelling, typeface and punctuation marks, page margins, line-paragraph spacing and layout, page numbering, main and subheadings are given below under subheadings.

2.2.1. Saving the Thesis in Computer Environment

The entire thesis, including the appendices, is prepared as a single PDF file and a single Word file in the digital environment and transferred to a CD. The links on the website of the Presidency of Higher Education at http://www.yok.gov.tr/tez/pdf-hazirlama.htm can be used to convert Word files into PDF files. The prepared PDF files must be identical to the copy of the thesis submitted to the Department. *The files must be uncompressed and unencrypted*. CD content files are given under the heading numbered 2.4. Turkish characters should not be used when naming the files. The thesis is also uploaded to the CD as a Word file. When naming the files, the author's name and surname should be followed by the information it contains.

Example:

ad_soyadı_tez. pdf name_surname_ozet_tr.pdf name_surname_abstract_en.pdf Thesis appendices in text format or prepared by photocopying should be included in pdf and Word files containing the full text of the thesis. Tables, figures and formulas in the thesis must be created in the computer environment. Documents that cannot be created in a computer environment can be transferred in PDF or jpeg format. No manual correction is made in these.

2.2.2. Paper and Duplication System

All printouts should be made on A4 (210×297 mm) white paper, known as "first pulp", weighing between 80-100 grams. Only one side of the paper for thesis writing must be used. Reproduction of the thesis copy must be made from the original thesis and must be in the numbers specified in this guide. Printouts must be taken from computer printers and copies must be clear and legible. The thesis must first *be spiral bound* to be presented to the jury, and then *bound and* submitted after it has been defended in front of the jury and passed all inspections and approvals. The *front* and *back covers of* the thesis must be made of glossy white cardboard.

2.2.3. Spelling Style

Theses must be prepared in the computer environment. Theses should be written in Turkish in accordance with the Turkish Language Association's Spelling Guide in terms of spelling and punctuation. *First-person narration should not be used* except for the preface and footnotes.

2.2.4. Typeface and Punctuation

In thesis writing, 12-point "Times New Roman" font should be used and the font color should be black. The text in tables and figures can be reduced to 8 *points if necessary. Table and figure captions and references to be written under tables and figures* should be *in 10-point font*. The text is written in upright and normal letters, bold letters are used in headings or subheadings. Italic font can be used only when necessary (Latin names, abbreviations, definitions, etc.) (See the example in **Annex 1** for rules in paragraphs).

One character space must be left after all punctuation marks such as commas and periods (:, ;, !, ?, ?, ...). These marks are written adjacent to the preceding words. Bracketed expressions are separated from the preceding and following words by a one-character space, but there is no space between brackets and brackets. If punctuation marks come after brackets, they are placed adjacent to the closing bracket (see **Annex 1**).

2.2.5. Page Margins

In the thesis, a margin of 4 cm from the left margin and 2.5 cm from the other margins of the page, excluding the covers. Explanation footnotes, if any, must remain within these limits. Only the page number can be placed outside the text area. The preface, table of contents, lists, references, curriculum vitae, and main chapter headings should be written 5 cm below the top edge of the page.

2.2.6. Line, Paragraph Spacing and Layout

The text of the thesis is written as double-spaced by selecting *1.5 line spacing* in the Line Spacing tab on the Word Formatting Toolbar. *Table of Contents, Preface, Abstracts; Abbreviations, Tables, Figures and Symbol Lists; References, Blocked Quotations, Appendices, Curriculum Vitae, names and descriptions of Tables and Figures in the text, and reference notes should be written with <i>1 line break*. 1 line break is equal to 12 pt; 1.5 line break is equal to 18 pt; half (0.5) line break is equal to 6 pt (See **the** examples **in the Appendices** for rules in paragraphs).

Paragraph indentation starts at 1.25 cm (1 tab stroke with the tab button) and there are no blank spaces between paragraphs; the 1.5 line spacing rule applies. In the thesis text, words are not separated by hyphens (see **Annex** 1).

2.2.7. Page Numbering

All pages of the thesis except the outer and inner covers, thesis approval page, and preface are numbered. Starting from the Table of Contents, the preliminary pages such as the list of abbreviations, tables, figures, and abstracts, if any, are numbered with Roman numerals (I, II, III,); the text section starting with the introduction is numbered with normal numbers (1, 2, 3, ...). Numbering is continued until the last page of the thesis, including references and appendices. The pages with the titles of the Introduction and Chapters should be on the right-hand page when opened. For this purpose, the previous page is left blank if necessary.

Page numbers are written 1.5 cm above the bottom edge of the paper and in the center of the writing frame without using brackets, lines, etc. *Page numbers should be* in *Times New Roman* and *11-point font*.

2.2.8. Main and Subheadings

In the thesis, each chapter and sub-section has a classification number and a title. Unnecessary words should not be included in the title and very long titles should be avoided. The numbering of the headings should be done with the **"Decimal System"**. In this system, the first number indicates the main section and the following numbers indicate the sub-sections.

Example:

1. MAIN TITLE

1.1. First Order Subheading

1.1.1. Second-degree Subheading

1.1.1.1. Third-degree Subheading

Main section headings (e.g. 1st, 2nd, etc.) start 5 cm below the top edge of the first page, 14 pt. font size, all capital letters and aligned with the beginning of the paragraph; all sub-section headings are written in 12 pt. font size, the first letter of each word is capitalized, the others are in

lower case and aligned with the beginning of the paragraph. If there are conjunctions such as "and/or/with" in the subheadings, these should be written in lower case. Headings are concise statements that explain the subject underneath as a name, and question-like statements should be avoided in all headings. If the title does not fit on one line, the title lines are written with a line break (12 pt) and the first letters of the first words of the lines are aligned below each other.

All titles should be written in bold and no punctuation marks should be placed at the end of the title. Titles with 3 or more numbers are italicized.

Two headings (e.g. chapter heading and its subheading or subheading and its sub-subheading) cannot be written one below the other without an explanatory text about the meaning and importance and/or scope and content of the upper heading.

A 2x1.5 space (=36 nk) is left between the text and the main chapter heading, and a space of 0.5 line spacing (1.5+0.5=2 Line Spacing, i.e. 18+6=24 nk) is left between the subheadings and the upper and lower texts in addition to the normal text 1.5 line spacing (See the example in **Annex** for the rules in paragraphs).

2.3. Rules on the Writing of the Thesis and the Content of the Chapters

The rules regarding the order in compiling the content of theses, outer and inner covers, thesis approval page, preface and acknowledgments, table of contents, abbreviations, tables and figures, Turkish and foreign language abstracts, text sections, references and references, appendices and curriculum vitae are given below under subheadings.

2.3.1. Sequencing in the Compilation and Binding of Theses

In general, the sections that should be included in a thesis should be listed as follows:

- External Cover
- Inside Cover
- Thesis Approval Page
- Preface (and/or Acknowledgments)
- Table of Contents
- Lists of abbreviations, tables, and figures (graphs, maps, diagrams, notes, pictures, etc.)
- Thesis abstract in Turkish
- Thesis abstract prepared in a foreign language.
- Text Section (Introduction, Other Sections, Conclusion and/or Discussion)

- Sources/Citation
- Annexes (if any)
- Resume

2.3.2. Outer Cover

All information on the cover is centered horizontally, leaving 5 cm from the top and bottom edges and 3.5 cm from the left and right edges. White glossy cardboard material is used on the cover and the text on the cover is written in bold. The cover of the thesis should be prepared in accordance with the following rules and the sample given in **Annex 2**.

• The name of the **UNIVERSITY, FACULTY**, and **DEPARTMENT** in 12 pt. and capital letters 5 cm below the top edge

• After the bottom line of the title block, 11 spaces (11x12 pt) should be left between 11 lines and the following line should be written in 16 pt and capital letters **NAME OF THE THESIS**

• After leaving a space between 2 lines, on the following line, in 12 font size and capital letters, write "**B.SC. GRADUATION PROJECT**"

- After leaving 2 spaces between lines, on the following line, in 12-point font, "Prepared by..."
- After leaving a space between 4 lines, the following line should read "Supervisor..." in 12 pt.

• After leaving a space between 10 lines, the **Province** and **Year** should be written in 12-point font on the following line.

2.3.3. Inner Cover

The Inner Cover is a reprint of the information on the outer cover on A4 paper.

2.3.4. Thesis Approval Page

The "Thesis Approval Form" contains the acceptance and approval of the jury accepting the thesis. It is filled in by the jury after the final acceptance of the thesis. The Thesis Approval Form includes the name of the Faculty, the title of the thesis, by whom it was prepared, the date of the thesis defense, and the names of the thesis supervisor and other jury members. The "Graduation Design Project Defense Examination Minutes" given in Section 1, Annex 8 are taken from the Head of the Department after the exam and used as the thesis approval page.

2.3.5. Foreword and/or Acknowledgments

The preface includes the thesis author's opinions, special messages, aims, and wishes that he/she wants to convey, regardless of the content of the thesis. The researcher's thanks to the people or

institutions that have helped him/her are also included in this section. The preface should not be confused with the introduction. The introduction is part of the thesis and constitutes the first chapter.

Where the preface ends, the name of the city and year are indicated at the bottom left, and the name of the author at the bottom right (Annex 3).

2.3.6. Table of Contents

This is the section where the content of the thesis is arranged in sequential order and according to page numbers. Subject headings and subheadings are written gradually according to the decimal numbering system and the starting page numbers are shown against them.

Main section headings are written in capital letters and bold, and sub-section headings are written with capitalized initial letters and light characters. The numbers of the headings with the same number of decimal digits are started consecutively in the same order but in digits starting from the third tab after two spaces from the beginning of the next higher heading number. There are 2 *spaces* (2x12=24 pt) *before the main section headings*, *1.5 spaces* (18 pt) *after*, and *1* space (12 pt) *between sub-section headings*.

The heading ''TABLE OF CONTENTS'' is written centered 5 cm below the top edge of the page. **"Page No:''** is written 1.5 lines from the bottom right justified and in bold, then 1.5 lines from the bottom left justified and the information is written in order and the page numbers are given against them.

Page numbers should be written with the last digit underneath. All chapter and sub-section headings, references, and appendices in the thesis text should be given in the table of contents page, complete with their numbers in the text. (Annex 4)

2.3.7. Abbreviations

Abbreviations can be made for terms that are used a lot in the thesis and consist of more than one word by using their initials. When abbreviating in the text, the abbreviated words are written in full in the first place they appear in the text, including the introduction and the abbreviation is shown in brackets (The rules to be followed when abbreviating are specified in TLA Spelling Guide).

Abbreviations and abbreviated forms of institutions, organizations, or words are listed under the heading "ABBREVIATIONS". The title is written centered 5 cm below the top edge of the page. After a 2x1.5 line space (36 pt.), the abbreviations are listed in alphabetical order based on the left side of the page in open characters with one line space. The first letters of the first words corresponding to the ':' signs are written by aligning them downwards. (ANNEX 5)

2.3.8. Tables and Figures (graph, map, diagram, note, picture, plan, photograph, etc.)

The aggregated data obtained in the research are presented in tables and figures. All drawings or pictures other than tables should be collected under the heading "Figures".

Graphic/map/diagram/note/plan/photo etc. documents fall into this group. Tables and figures should be placed centered on the page according to the right and left text borders. No table or figure should exceed one page. If it is necessary to include too much content or if they are overflowing, they should either be reduced in size or presented in the "Appendices" section. *No space should be left on the page* due to tables and figures, and the following texts should be shifted to the empty spaces. For this purpose, in in-text explanations, instead of the expression "... is given in the table below:", expressions such as "... benefits are given in Table 2.1" should be preferred.

Tables and figures are numbered as "Table 1.1", "Figure 1.1" in the main chapters; "Table A1", and "Figure B1" in appendices, with the first number being the chapter number (letter in appendices) and the second number being the sequence number of the table/figure within the chapter. Table numbers and titles are written above the table and figure numbers and titles are written below the figure, starting from the left margin of the table or figure, in 10-point font, with the first letters of the words capitalized. If tables/figures are cited, the source citation is written at the bottom, aligned with the beginning of the figure or table text. Leave one line (12 pt) between the table name line and the reference line. (ANNEX 1)

Half a line (6 pt) space should be left between the table, table name and reference text, and half a line space should be left between the figure and figure name. There should be 1.5 + 0.5 line spaces (24 pt) between the figure or table name and the upper text and between the table, figure name or reference text and the lower text. (Annex 1)

If there are not many tables and figures, it may not be necessary to write a list of them. However, lists should be prepared to make it easier to find tables and figures. These lists are given after the "Abbreviations" page. On these pages, the heading "LIST OF TABLES" or "LIST OF FIGURES" is written centered 5 cm below the top edge of the page. With 1.5 line breaks (18 pt.), right justified "Page No:", then the table/figure numbers with their names are written in open characters with 1.5 line breaks, left justified from 1.5 line breaks down, and the page number is given against them. (Annex 6 and 7)

2.3.9. Turkish and Foreign Language Abstracts

The abstract is prepared in a way to include all sections to briefly introduce the research conducted. In the abstract, the purpose and scope of the thesis, the methodology used, and the conclusions reached are stated clearly and concisely. The abstract should not include italic font, tables, figures, graphs, mathematical formulas, symbols, subscripts, superscripts, Greek letters, or other non-standard symbols or characters. Abstracts should be between 200-250 words in two languages, one in Turkish and the other in English, and the format, title, line spacing, and font size should be prepared in accordance with the examples given in the appendix (Annex 8 and Annex 9).

One of the most important tools for the widespread publicity of the thesis is "Key Words". Instead of selecting these randomly, the words used in the information databases of the relevant program should be taken into consideration and words appropriate to the title of the thesis should be selected. Keywords should be 3-5 related to the content of the thesis and should be written under the abstract, left justified.

2.3.10. Text Section

It constitutes the most important part of the thesis. It consists of an introduction, main chapters, subsections, and a conclusion.

2.3.10.1. Introduction

The text part of a thesis begins with the **word ''1. INTRODUCTION''** written 5 cm below the top edge of the page in bold and capital letters (14 pt), aligned with the beginning of the paragraph. The introduction should not be confused with the preface. The introduction should contain sufficient basic information to enable the reader to understand and evaluate the thesis without the need to read other publications on the subject, and should briefly explain the need and purpose of the study.

In the introduction, the problem that the research seeks to analyze is presented, the methods used and the limitations of the research are mentioned. If there are previous studies on the subject, these are also given in the introduction. While giving information about literature research, care should be taken to ensure that the quotations from previous technical and scientific studies are of informative quality and quantity.

2.3.10.2. Main Sections

It is all the sections between the **'Introduction'** and **''Conclusion'** chapters. Chapters should be supportive of the main idea and should be distributed proportionally within the thesis. Chapters are divided into sub-sections according to the nature of the subject, the detail of the research and the volume of the thesis. The decimal system should be used for numbering the chapters.

The main chapters (including the Introduction and Conclusion) always start on new and right-hand pages. The rules described under subheading 2.2.8. of this guideline are applied for the main section and sub-section headings.

2.3.10.3. Conclusion and/or Discussion Section

The last part of the text is "**Conclusion**" and/or "**Discussion**". In this section, the general results obtained from the study and the interpretations of these results, their contribution to the field, the extent to which the goal set at the beginning of the studies carried out to guide those who want to work on this subject has been achieved, the superior and deficient aspects of the study should be explained; suggestions produced based on the results and suggestions for future studies, if any, should be stated. Conclusions and recommendations should be given as concretely and in bullet points as possible.

The Conclusion and/or Discussion section is also included in the numbering and the writing rules related to the main section headings are applied.

2.3.11. Source Citation

The citation of sources for quotations in the text and the citation of sources in the references section are given below under subheadings and with examples.

2.3.11.1. Citation in the Text (Quotations and Citations)

During the preparation of a thesis, the information obtained from other sources should be immediately cited and the source should be identified. Different methods are used in citing references. However, for theses prepared in the Department of Industrial Engineering, the "In-Text Citation (Conjunction) Method" without footnotes should be used. This system is divided into three as "Author-Date Method", "Author-Page Number Method" and "Numbered Method".

In the theses to be written in our department, the generally accepted Author-Date Method (APA) will be used. In this method, referencing is done by writing the surname of the author, the year of publication, and the number of the pages quoted in the parenthesis opened after the relevant narrative in the text **for quotations from books**. For **quotations from articles**, the page number does not need to be indicated. Examples of different citations are given below and in **Annex 1**. All references cited in the text are given in detail in the "References" or "Bibliography" section at the end of the thesis. The number of references written in the references and the number of references referenced in the text should be equal to each other, in other words, the source that is not cited should not be shown in the references pages.

If a full stop is placed after the citation, it is understood that that sentence is quoted; if a full stop is placed after the citation, it is understood that all sentences of the paragraph are quoted. In bulleted quotations, the source is indicated immediately before the (:) sign.

Explanation footnotes are placed at the end of the page where they are used. At the end of the word or sentence to be explained, a small number (1), (2), ... is placed at the top and the explanation is made at the end of the page. It should be ensured that the explanation footnote is made on the same page and opposite the same numbered notation.

2.3.11.2. Citation in the References Section

All references mentioned and utilized in the thesis are given under the title "**REFERENCES**" or "**REFERENCES**" and in alphabetical order according to the surnames of the authors. The title is written in bold, 12 pt. font size and left justified. Then, a space between 3 lines (3x12 pt) is left. The order of each source is written with one line break (12 pt). Half a line space (6 pt) is left between each source. References are listed alphabetically according to the surname of the first author, and for this reason, the references are not given a sequence number. Titles of the authors are not used in the references. The names of the main sources (book or journal titles) are shown in *italic* font. In the bibliography, after the books and journals are listed according to the surname of the author, laws and regulations, internet sources and authorless quotations are given under separate headings. (Annex 10)

Examples:

1. Books:

Single Authored Book

In Text: (Say, 1999: 72)

Sources Section:

Say, A. (1999). History of Music. (9th Edition). Istanbul: Pan Publications.

Book with Two Authors

In Text: (Kökdemir and Demirutku, 2000: 148)

Sources Section:

Kökdemir, D. and Demirutku, K. (2000). *Academic Writing Rules Booklet*. Ankara: Başkent University Faculty of Economics and Administrative Sciences Publications.

Book with Three Authors

In Text: (Kökdemir, Şenocak and Demirci, 2000: 148)

Sources Section:

Kökdemir, D., Şenocak, C. and Demici, K. (2000). *Academic Writing Rules Booklet*. Ankara: Başkent University Faculty of Economics and Administrative Sciences Publications.

Number of Authors More Than Three

In Text: (Kökdemir et al., 2000: 148)

Sources Section: Kökdemir, D., Şenocak, C., Demirci, K., Yusufi, F., Özyurt, R. (2000). *Academic Writing Rules Booklet*. Ankara: Başkent University Faculty of Economics and Administrative Sciences Publications.

Same Author, Multiple Publications in the Same Year

In Text: (Harvey, 1999a: 148)

Sources Section:

Harvey, D. (1999a). The Urbanization of Capital. Oxford: Blackwell.

Harvey, D. (1999b). The Consciousness and Spatial Structures. London: Macmillan.

A chapter from the Book

In Text: (Şimşek, 2000: 154)

Sources Section:

Şimşek H. (2000). Planning of Qualitative Research. *Qualitative Research Methods in Science Sciences* (2nd edition) in (49-91). Ankara: Seçkin Publications.

Translation Book

If the source used is a translation of the book instead of the original, only the Turkish title of the work is written as the title in the order described above. After the title of the work, the name and surname of the translator are written, followed by the abbreviation **Tr** in brackets. Likewise, if there is an editor, the abbreviation **Ed** is given in brackets, **Pre** for the preparer, and **Com** for the compiler.

In Text: : (Harvey, 1999: 148)

Sources Section:

Harvey, D. (1999). History of Music. A. Coşkun (Translation). Istanbul: Pan Publications.

Translated Articles in Books

In Text: (Harvey, 1999: 38)

Sources Section:

Harvey, D. (1999). Art in the Modern World. A. Can (Translation). *Modern Art*. Ankara: Pan Publications, 10, 25-40.

Single Edited Book

In Text: (Karanci, 2005: 148)

Sources Section:

Karanci, A.N. (Ed). (2005). *Living with Difference Family and Society Togetherness with Individuals with Different Needs*. Ankara: Turkish Psychologists Association Publications.

Book with Two Editors

In Text: (Savaşır and Şahin, 1997: 148)

Sources Section:

Savaşır, I. and Şahin, N. H. (Eds.). (1997). Assessment in Cognitive-Behavioral Therapies: Frequently Used Scales. Ankara: Turkish Psychologists Association.

Chapter from Edited Book

In Text: (Sucuoğlu, 1997: 48)

Sources Section:Sucuoğlu, B. (1997). Studies with the Families of Children with Disabilities. A. N. Karancı (Ed). *Living with Difference Family and Society's Association with Individuals with Different Needs* (35-56). Ankara: Turkish Psychologists Association Publications.

2. Periodical Publications:

Single Authored Journal Article

In Text: (Özkan, 2007)

Sources Section:

Özkan, T. (2007). The Effects of the 2001 Economic Crisis on the Insurance Industry in Turkey: Increasing the Share of Foreign Capital. *The Business Review*, Cambridge. 9 (1), The USA, 230-236.

Encyclopedia Article

In Text: (Warrens, 1997)

Sources Section:

Warrens, A.(1997). Mental Retardation and Environment. *International Encyclopedia of Psychiatry*. Psycology, Psychonalysis and Nerology (c.7, 202-207). New York: Aesculapius Publishers.

Translated Articles in Journals

In Text: (Bernard, 1991)

Sources Section:

Bernard, A. (1991). New Approaches to the Settlement of International Disputes. R. Sirmen (Trans.). *Journal of Foreign Policy*. 7, 110-132. Translated Articles Published in Books

In Text: (Demac, 1991)

Sources Section:

Demac, A. (1991). Communication Satellites and the Third World. Y. Kaplan (Ed. and Trans.). *The Myth of the Information Revolution*. Kayseri: Rey Publishing.

3. Theses and Unpublished Studies

Unpublished studies and unpublished lecture notes cannot be cited as references. Unpublished theses are cited as follows, indicating that they have not been published:

In Text: (Üstünipek, 1998: 182)

Sources Section:

Üstünipek, M. (1998). Art Buildings Market in Turkey from the Republic to the Present. Unpublished Doctoral Thesis. Istanbul: MSU. Institute of Science and Technology.

4. Journal Article (Without Author)

In Text: ("Blood Business", 1998)

Sources Section:

The Blood Business(1992, September 11). Time, 97, 47-48.

5. Newspaper Article (No author)

In Text: ("Amazing Amazon Region", 1998)

Resources Section:

Amazing Amazon Region(1998, January 12). New York Times, p.11.

6. Reports and Bulletins

In Text: (Mead, 1992)

Sources Section:

Mead, J.V. (1992). Looking at Old Photograaps: Investigating the Teacher Tales That Novice Teachers Bring with Them (Report No. NCRTL-RR-92-4). *East Lansing, MI:National Center for Research on Teacher Learning*. (ERIC Document Reproduction Service No. ED 346 082)

7. Indirect Reference

In Text: (Komisar, as cited in Adıyeke 1999: 13)

References Section: All information related to the indirect reference should be included.

8. Movie

In Text: Salvation (Öztan, 1996)

Sources Section:

Öztan, Z. (1996). Kurtuluş [Movie]. Turkey. Turkish Radio and Television Corporation.

9. Television Program

In Text: Arena (Dündar, 2009)

Sources Section:

Dündar, U. (2009). Arena [TV Program]. Med Yapım. Istanbul: Kanal D TV.

10. Radio Program

In Text: *Çeşm-i Siyah* (Toprak, 2009)

Sources Section:

Toprak, A. (2009). Çeşm-i Siyah [Radio Program]. Istanbul: Istanbul Radio.

11. Laws and Regulations

Such sources are grouped under the heading "Laws and Regulations".

In Text:

Law No. 5846 on the Amendment of Certain Articles of the Law on Intellectual and Artistic Works (1995).

In the Sources Section:

Law No. 5846 on the Amendment of Certain Articles of the Law on Intellectual and Artistic Works (1995). Turkish Official Gazette, 22311, June 12, 1995.

12. Quotations from the Internet

Quotations from the Internet are shown at the end of the References Section under the heading"**Internet**" and in the following *two different classifications*.

Electronic Articles and Publications

Example 1:

In Text: (Özkan, 2006)

Sources Section:

Özkan, T. (2006). Net Foreign Exchange Impact of Insurance Sector on Turkish Economy. *Öneri Journal*, T.C.Marmara University, Institute of Social Sciences Publication. Semi-Annual Journal, No: 25, Year:12, Volume:7. 91-106. Access Date: February 16, 2007, http://sbe.marmara.edu.tr/oneri/

Example 2: (Journal article found in the database)

In Text: (Jacobson, 2006)

Sources Section:

Jacobson, J.W. (2006). A History of Facilitated Communication: Science, Pseudoscience, and Antiscience. *American Psychologist*, 50, 750-765. Retrieved January 12, 2006, from PsycARTICLES database.

Websites

In Text: (www.kobitek.com, 17.04.2009)

Sources Section:

http://www.kobitek.com/kuresel_kriz_ortaminda_erp&8217nin_kobi8217lere_faydalari, 17/04/2009.

13. Quotations without author

In Text: (Banks Association of Turkey [BAT], 2009)

Sources Section:Banks Association of Turkey [TBB]. (2009). Retrieved November 25, 2009, fromhttp://www.tbb.org.tr/Dosyalar/istatistiki_raporlar/Uc_Aylik_Banka_Bilgileri_(Son_Donem_Karsilastirmali)_/883/Tablolar/Tablo_1Aktif_Buyukuklugune_Gore_Bank_Siralamasi.xls.

An example of the Resources Section is given in Annex 10.

2.3.11.3. Text Transcriptions

Text transfers can be made in two ways: *direct transfer* and *indirect transfer*. Direct quotation is when the information, findings, personal interviews, interviews, or opinions in the sources are quoted as they are, and indirect quotation is when they are quoted with modifications.

In direct quotation, if *the quotation is 5 lines or less*, it is given in the text with quotation marks at the beginning and end (see **Annex 1**).

Examples:

Yergin (199: 11) states "As we look to the twenty-first century, the concept of superiority can come as much from a computer as from a few barrels of oil". "Superiority is the better status of one option over other options in terms of one or more criteria" (Özden, 2010:126).

In direct quotation, if the quotation is more than 5 lines, it is written separately from the main text. In this case, after leaving an additional 0.5 line spacing (6 pt.) between it and the main text in a 1.5 line spacing, it is written in 10 pt. with 1 line spacing, starting from the beginning of the line as far as the paragraph indent (1.25 cm or 1 tab stroke from the beginning of the line) and ending as far as a paragraph indent from the end of the line. When moving back to the main text after the citation, a 6 pt. line break (1 line break (12 pt.) should be left according to the 1 line spacing pattern in the citation (See **Annex 1** for additional examples).

Example:

Showing in the Text:

As Sezer (2010: 12-13) stated in a face-to-face interview:

While it is partially possible to categorize banks into strictly distinct groups at the national level, it is very difficult worldwide. This difficulty stems from the dependence of banking activities on the national economy and capital markets, the breadth of their fields of activity, and the fact that banks are largely under legal supervision.

Cited in the References Section:

Sezer, N., General Manager of Art Advertising Agency. (June 01, 2010). Interview on "Advertising Strategies". Istanbul.

An indirect (modified) quotation can be done in cases where the main source is not suitable for summarization in terms of language and content. The important thing here is to ensure that the information conveyed in your own expression and language is integrated into the text without changing the meaning. This information does not need to be given in quotation marks. However,

in indirect quotations, it is obligatory to indicate the source of the quotation as in the examples given earlier.

2.3.12. Display of Attachments

If included in the thesis, long explanations, drawings, figures, etc. that distract from the subject, prevent continuity in reading and cannot be given as footnotes are added to the study separately from the text.

The preparation and placement of the appendices in the thesis is done in accordance with the rules stated below:

"**APPENDICES**" is written on a blank page after the references page of the thesis, centered from top and bottom, left and right, in 14 pt. and bold character. The appendices are listed on the next page. The word "**APPENDIX**" (12 pt. font size) is written 5 cm below the top edge of the page, left-justified.

and in bold. Each appendix is presented starting from a separate page. Each appendix should be given a number and a name. *Example:*

Annex 2: Curricula

The page numbers of the Appendix section are continued after the page number following the References section.

2.3.13. Resume/CV

It is the information indicating the short curriculum vitae of the student preparing the thesis in chronological order and placed on the last page of the thesis. The curriculum vitae should be written in the third person, 5 cm below the top edge of the page, centered on the page, in 12 pt. font size and bold character under the title "CV".

Example: Born in 1960, he completed his primary, secondary and high school education in Istanbul... He has been working in... since 1980.

2.4. Thesis Submission and Required Documents

After the final approval of the supervisor, on the *first day of the semester exams at the latest, 3 copies of the spiral bound thesis* and 1 *Compact Disk-CD* containing the entire thesis as a single PDF file and a single word file are submitted to the Department Chair. The CD must also include the software used, if any, the data entered and the printouts taken.

However, the student, who is successful in the thesis exam as a result of "Acceptance" or "Correction", corrects the thesis errors and deficiencies stated by the jury members during the presentation-examination and submits the thesis to the Department Secretary in *4 copies*, *bound with a cardboard cover* and *with the CD attached*, after having the *final inspection and* signed

approvals of the Supervisor and the Chair of the Department within the period given from the exam date. The CD contains PDF and Word files of the corrected thesis prepared as a single file and the exam presentation prepared as PowerPoint. The files must be uncompressed and unencrypted. The student fills in and signs the Final Submission Record in Chapter 1, Annex 9.

The CDs must be labeled and this label must be in accordance with the sample in Annex 11.

If the thesis does not only consist of text files but also includes images, maps, computer programs, and video and audio recordings, this should be indicated in the abstract by giving the file names.

Required Formats:

1. Image Formats

GIF(.gif), PDF(.pdf), TIFF (.tiff), JPEG (.jpeg)

2. Image Formats

MPEG(.mpg), Quick Time-Apple(.mov), Audio Video Interleaved-Microsoft (.avi)

3. Audio Formats

Wav (.wav), MIDI (.midi), MP3 (.mp3) 38

APPENDICES (CHAPTER 2):

ANNEX 1: Example of Title, Line Spacing, Quotation, Figure and Table

2. CONCEPTUAL FRAMEWORK FOR CUSTOMER AND CUSTOMER RELATIONSHIP MANAGEMENT

In this section, the concept of customer and the characteristics of customer relationship management that emerged within the framework of today's contemporary marketing approach are explained.

2.1. Customer Concept and Importance

The customer is the person, organization or institution that is at the focus of all the activities and purposes of the enterprises, purchasing goods or services from it and benefiting from it.

Various definitions for the concept of customer are as follows:

"A customer is a person or organization that purchases a particular brand of goods of a particular enterprise for commercial or personal purposes" (Taşkın, 2000: 19).

2.1.3. Lifetime Customer Value

Measuring, knowing and managing the lifetime value of the customer is of great importance for a sustainable profitable customer relationship strategy.

Keser (2008: 7) explained lifetime customer value as follows:

Customer lifetime value, which is an important measurement in customer relationship management, focuses on the entire lifetime of customers with the business and takes into account the net present value of the expected profits to be obtained from customers. With customer lifetime value, businesses can identify their highest and lowest profitable - or even unprofitable - customers and direct their marketing strategies and tactics accordingly.

The lifetime customer value curve and its stages are given in Figure 2.1. This curve is explained according to its stages as follows (Özmen, 2011):



Stage 1: The cost of acquiring new customers. At this stage, activities such as opening a new shop, sending brochures, advertising, offering exaggerated suggestions for customers to leave the competitor and come to the business are carried out. Therefore, it starts from minus. If the customer relationship continues, it goes towards plus.

Stage 2: Break-even point (*BBN*). As the customer continues to buy, it starts to make money. Thus, after a while, the costs spent during the initial acquisition are recovered......

Table 2.1:	Benefits o	f Customer	Relationshir	Management	with Te	chnology S	Support
	Denerites o		reneronsing	/ Initalitagement		Sumorogj k	- apport

To Firms	To Customers
Developing a strategy for customers	Procurement of special services
Reducing customer management costs	Increased and improved access channels
Ensuring customer loyalty	Improvement of services received
Better demand forecasting	
Optimization of resource utilization	
Integration of support systems	

ANNEX 2: Outer Cover Example (Note: Printed cover will be used if given by the department)

ISTANBUL GELISIM UNIVERSITY ENGINEERING AND ARCHITECTURE FACULTY INDUSTRY ENGINEERING DEPARTMENT (12 pt)

CLOSED CYCLE SUPPLY CHAIN AND ONE INDUSTRY IN OPERATING APPLICATION (16 pt)

B.SC. GRADUATION PROJECT (12 pt)

Prepared by Sait Can ARI (12 pt)

Supervisor Prof. Dr. Kenan ERDEN (12 pt)

> **Istanbul - 2011** (12pt)

Foreword(12 pt)

Over the last 100 years, humankind has made giant strides in science and technology while at the same time increasingly destroying nature. While technological advances and research have played an important role in raising living standards, they have also led to the destruction of natural ecosystems and the emergence of numerous environmental problems. If environmental degradation, natural resource consumption and population growth continue at the current rate, there is no doubt that great dangers await future generations.

Businesses spend a lot of time and money improving forward supply chains while ignoring reverse supply chains. However, in today's competitive trading environment, businesses are faced with the fact that they can no longer ignore reverse supply chains. The closed-loop supply chain is gaining importance today due to the increasing environmental concerns, laws passed by parliaments and social responsibilities in the world. Closed loop supply chain includes both reverse and forward supply chain activities.

In this study, a general closed-loop supply chain model including raw material suppliers, producers, distributors, recycling center and customer sites is established. The objective of this study is to select the best location for the recycling center and maximize the profitability of the manufacturer. The model is implemented for a company operating in the automotive sector in Turkey. This model observes the profit of the company for different scenarios by changing the return rate of used products from customers.

I would like to thank my supervisor Prof. Dr. Kenan ERDEN for his close interest, patience, support and guidance. In addition, I would like to sincerely thank all my professors who have contributed to me to come to this day, my beloved family who has always supported me financially and morally, and the officials and employees of ABC Otomativ A.Ş. who opened all the business data to me and took a close interest in the implementation of the thesis.

Istanbul, 2015 Sait Can ARI

ANNEX 4: Table of Contents Page Example

TABLE OF CONTENTS (12 pt)

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------	-----

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ANNEX 5: Abbreviations Example

ABBREVIATIONS (12 pt)

Ibid. : The aforementioned work a.g.m. : Cited article See. : See also V. : Volume B.C : Before Christ A.D. : After Christ Pt : Punto I. : Issue P. : Page

ANNEX 6: Table List Example

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ANNEX 8: Turkish Abstract Example

GENEL BİLGİLER 12 Pt) Adı ve Soyadı : Duygu DÜZENLİ Bölüm : Endüstri Mühendisliği Proje Danışmanı : Prof. Dr. Kenan ÖZDEN Proje Tarihi : Haziran-2013

KRİZ YÖNETİMİNDE ÜRETİM YÖNETİMİ STRATEJİLERİ VE POLİTİKALARIN KULLANILMASIYLA İLGİLİ BİR ALAN ARAŞTIRMASI

ÖΖ

Kriz dönemleri, belirsizlikler ve sürprizlerle doludur. Bu dönemlerde örgütlerin varlıklarını sürdürebilmeleri, olası tehlikelerden korunmalarına ve bu tehlikeleri fırsatlara dönüştürebilmelerine bağlıdır. Dolayısıyla, sürekli değişen çevre koşulları karşısında uygun üretim politika ve uygulamalarına önem vermeyen işletmelerin başarılı olma şansları oldukça düşüktür.

Bu çalışmada örgütlerde genel olarak kriz durumu, yönetimi, örgütlerin kriz durumunu öngörebilme ve krize yanıt verme mekanizmaları konularında bilgi verildikten sonra, üretim yönetimi boyutunda yapılması gerekenler ele alınmaktadır. Bu bağlamda kriz öncesi, kriz zamanı ve kriz sonrası evrelerinden oluşan kriz süreci boyunca üretim yönetimi fonksiyonunun krize yaklaşımı konusunda yeni bir model önerisinde bulunulmaktadır. Bu model çerçevesinde işletmelerin kriz ortamlarında kalite, maliyet, hız ve esneklik gibi rekabet avantajlarından yararlanabilmeleri amacıyla uygulayabilecekleri strateji, politika ve teknikler ele alınmaktadır. Ayrıca önerilen modelde üretim yönetiminin kriz yönetimiyle ilişkili organlarının ve görevlerinin neler olması gerektiği de incelenmektedir. Bunlarla birlikte üretim örgütünün birtakım kurul ve takımlar aracılığıyla yönetim süreçlerine sokulması ve böylece toplam kriz yönetimi çalışmalarının içinde ve tamamlayıcısı olması anlayışı, krizi yönetme yaklaşımı bakış açısıyla irdelenmektedir.

Çalışmanın son bölümünde ise bir alan araştırmasına yer verilmektedir. Araştırmada yapılan anket uygulaması ile işletmelerin krize ilişkin görüşleri, krizin sektöre etkileri, krizi yönetme yaklaşımları ve krize karşı uyguladıkları üretim yöntem ve stratejileri belirlenmeye çalışılmakta ve çözüm önerilerinde bulunulmaktadır.

Anahtar Sözcükler: Kriz Yönetimi, Üretim Yönetimi Stratejileri

ANNEX 9: English Abstract Example

GENERAL INFORMATION

First – Last Name: Duygu DÜZENLİ Department : Industrial Engineering Supervisor : Prof. Dr. Kenan ÖZDEN Project Date: June-2013

A FIELD SURVEY ON THE USE OF PRODUCTION MANAGEMENT STRATEGIES AND POLICIES IN CRISIS MANAGEMENT

ABSTRACT

Crisis periods are full of uncertainties and surprises. In this period, keeping the existence of organizations depends on the protection of the possible dangers and the conversion of these dangers to opportunities. Therefore, in the face of the constantly changing environmental conditions, successful chances of enterprises that do not give importance to the policies and practices of the production, are quite low.

In this study, after giving information about the general crisis situation in organizations, management, forecasting the state of crisis and crisis response mechanisms, what needs to be done in the size of production management are discussed. In this context, throughout the pre-crisis, crisis, and post-crisis phases, a new model for managing the crisis approaches of production management is proposed. Within the framework of this model, the strategy, policy and techniques which are applied by enterprises in order to take advantage of competition in the crisis environment such as cost, quality, speed and flexibility is discussed. Also in the model that is recommended, what should be the assembly and team of the production management and its tasks associated with crisis management are examined. Nonetheless, enabling production organization in the management to the total crisis management works is examined from the perspective of managing the crisis approach. In the last part of the study will be a field survey.

The study will survey the opinions on the crisis of enterprises, the effects of the crisis in the sector, managing the crisis approaches, and to determine the description of the production method and the strategies are working against the crisis and give the solution recommendations.

Keywords: Crisis Management, Production Management Strategies

ANNEX 10: References List Example

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ANNEX 11: Thesis CD Label Example

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Author Name :	