



ST. ALBERT'S COLLEGE (AUTONOMOUS)

Banerji Road, Ernakulam

**Affiliated to Mahatma Gandhi University, Kottayam,
Kerala**

SYLLABUS FOR POSTGRADUATE PROGRAMME

**Master of Business Administration (MBA Full Time)
2021 Admissions Onwards**

Syllabus of Master of Business Administration

Proposed by the Board of Studies on 21st April 2021

Dr. Geo Jos Fernandez
Chairman, Board of Studies

Approved by the Academic Council on 3rd May 2021

Dr. M.A. Solomon, Principal
Chairman, Academic Council

Adopted by the Governing Council on 25th May 2021

Fr. Antony Arackal
Chairman, Governing Council

Preface

As envisaged in the recent regulations of Autonomous colleges in India by University Grants Commission, autonomous colleges enjoy the academic freedom to enrich the curriculum by incorporating recent trends and needs. Curriculum and syllabus of each academic program has to be revised periodically to impart major objectives like global competency, skill component, values and regional relevance. Academicians and scholars in the respective area of knowledge have to express a missionary zeal for this great purpose.

In 2016, when St. Albert's College was granted autonomy, we adopted the curriculum and syllabus followed by the Mahatma Gandhi University, Kottayam for the year 2016. In 2017, when the Mahatma Gandhi University made a comprehensive revision of their curriculum and syllabus, it was adopted by the college as it was a better curriculum that met the needs and current demands of the culture, the society, and the expectations of the population being served. Syllabus revision committee of the department further made changes in the year 2019 with the approvals of the statutory committees of the College. However the Syllabus revision committee of the department studied the present curriculum in detail and proposed some reasonable changes for further enrichment which may be implemented from 2021 admission onwards.

The MBA Programme of St. Albert's College (Autonomous) enables the candidates to acquire conceptual, technical and human skills to meet the requirements of industry, business and society. It prepares the candidates with knowledge, skills, and strategic perspectives essential for business leadership. The MBA Programme consists of 27 subject courses, Organization Study and Summer Internship. There are 2 viva voce for MBA programme, comprehensive subject viva in first year and comprehensive viva in second year. All theory courses carries 100 marks each, out of which 40 marks for continual evaluation and 60 marks for comprehensive evaluation by College/University. The first and second semesters have 800 and 1000 marks respectively. The third and fourth semesters have 700 and 600 marks and the total marks for the MBA Programme is 3100. All semesters are of 20 weeks duration out of which 16 instructional weeks, which comprises of 5 days a week and 5 hours per day, are provided for class work. The remaining 4 weeks are intended for examinations and other extracurricular activities.

1. INTRODUCTION

1.1 MBA full time Programme

The 2 year full time MBA programme of St. Albert's College (Autonomous) Affiliated to Mahatma Gandhi University is offered under semester system. The objectives of MBA programme are the following:

Medium of Instruction and Assessment: English

Faculty under which the Degree is Awarded: Faculty of Management Science

Specializations offered, if any: Finance, Human Resources Management, Marketing, Operations, Information Systems and International Business

Note on compliance with the UGC Minimum Standards for the conduct and award of Post Graduate Degrees: In compliance with the norms of AICTE and UGC.

1.2 Objectives

- To develop young MBA aspirants into professional managers who can contribute to the growth of business and industry in India and the world
- To develop astute leaders who can efficiently and effectively manage business amidst of environmental turbulences
- To nurture entrepreneurial skills among young generation and make them effective change agents
- To contribute towards better management practices in the country and the world by offering quality management education

Program Outcome

1. Apply knowledge of management theories and practices to solve business problems.
2. Foster Analytical and critical thinking abilities for data-based decision making.
3. Ability to develop Value based Leadership ability.
4. Ability to understand, analyze and communicate global, economic, legal, and ethical aspects of business.
5. Ability to lead themselves and others in the achievement of organizational goals, contributing effectively to a team environment.

6. Demonstrate effective oral and written communication skills.
7. Demonstrate employability and entrepreneurship traits for strategy formulation

1.3 Eligibility

A pass in any Bachelor's Degree Examination of Mahatma Gandhi University or an equivalent degree of any other Universities duly recognized by Mahatma Gandhi University with not less than 50% marks in the aggregate for all parts of examination or a Master's Degree examination with 50% marks in aggregate. Under grading system, C Grade of Mahatma Gandhi University or equivalent thereto from other recognized Universities with not less than 50% marks in aggregate is required to become eligible for admission. Under any circumstances, it shall be the responsibility of the Director / Principal to ensure that a candidate is having 50% marks in aggregate in order to become eligible for admission. For SC/ST students, a pass in any Bachelor's Degree examination is needed. Reservation rules are applicable as per Government of Kerala norms for eligibility and admission.

1.4 Admission Procedure

The admissions to the MBA full time programme shall be strictly on the basis of merit as determined by the entrance examinations KMAT Kerala / CMAT / CAT, and Group Discussion and Personal Interview conducted at the institution level. We follow the guidelines and time schedule provided by Mahatma Gandhi University and Admissions Supervisory Committee (ASC) appointed by Govt. of Kerala.

The rank list shall be prepared on the basis of sum of following components:

Table 1: Admissions – Components of Rank List

Component	Weight
Entrance Examination Score	80%
Group Discussion	10%
Personal Interview	10%

Based on the score in the entrance test, candidate shall be short-listed for Group Discussion and Personal Interview. While preparing the rank list, if there is same index marks for more than one candidate, he/she will be ranked on the basis of actual marks obtained in the

qualifying exam. Even after this, if there is a tie, they will be ranked on the basis of date of birth; i.e. the elder person is to be ranked higher. Based on the performance on the written test, group discussion and interview, merit list will be prepared and published by the college.

The Reservation Rules are applicable as per the Government norms.

1.5. Course Duration & Academic Calendar

The academic calendar has been designed to ensure that the course will be completed within the stipulated two years' time. The commencement of the course shall be in the month of June/July of the Academic Year. A semester comprises of 90 working days.

Table 2: Academic calendar of MBA programme

Semester	Duration & Month/s	Month
		Examinations / Project
S1	July to November	3rd week of November
S2	December to April	3rd week of April
S2	February (OS)	
S3	May June	Summer Internship
S2	Second Week of July	First Year Viva
S3	July to October	3 rd week of October
S4	November to March	2nd week of March

1.6. Duration of the Course

The minimum time period for the completion of MBA Programme shall be two years and the maximum period for securing a pass shall be four years from the date of admission.

2. MBA PROGRAMME SCHEME

The MBA Programme of St. Albert's College (Autonomous) Affiliated to Mahatma Gandhi University enables the candidates to acquire conceptual, technical and human skills to meet the requirements of industry, business and society. It prepares the candidates with knowledge, skills, and strategic perspectives essential for business leadership. The MBA Programme consists of 27 subject courses, Organization Study and Summer Internship. There are 2 viva voce for MBA programme, comprehensive subject viva in first year and comprehensive viva

in second year. All theory courses carries 100 marks each, out of which 40 marks for continual evaluation and 60 marks for comprehensive evaluation by College/University. The first and second semesters have 800 and 1000 marks respectively. The third and fourth semesters have 700 and 600 marks and the total marks for the MBA Programme is 3100.

All semesters are of 20 weeks duration out of which 16 instructional weeks, which comprises of 5 days a week and 7 hours per day, are provided for class work. The remaining 4 weeks are intended for examinations and other extracurricular activities (Refer the Course Duration & Academic Calendar for MBA Programme – Clause 1.6).

As per National Policy and academic practices, the University has adopted Credit and grading system for MBA programme with effect from Academic Year 2021-22. Under the Choice based Credit Semester System (CBCSS) students can accumulate prescribed number of credits to become eligible for the degree. The number of credits earned by the students reflects their level of proficiency attained in the intended outcomes of the course. The curriculum comprises of courses at two levels:

1. Full Credit Core Courses
2. Full Credit Elective Courses

Apart from Core, and Elective courses, there is one Organization Study and one Summer Internship in the MBA programme. Organization Study (not less than two weeks) has to be done during Second Semester and Summer Internship (not less than eight weeks) has to be done at the end of Second Semester.

2.1 Core Courses

There are 23 core courses for the MBA Programme which comprises 19 core subjects, Organization Study, 1 Summer Internship Project Work and 2 Viva voce. The first and second semesters have 16 core subjects and one comprehensive Viva voce of first and second semesters together and Organisation Study Report. The third semester has 2 core subjects, Summer Internship Project and the final semester have 1 core subject, and comprehensive viva voce for third and fourth semesters. All core courses are compulsory and carry 100 marks each.

2.2 Elective Courses

There are 8 elective courses out of which 4 are in the third semester (2 courses each from 2 functional areas) and 4 in the fourth semester (2 courses each from 2 functional areas). The students are required to select 4 elective courses each from 2 functional areas of management only (e.g. Finance & Marketing). The electives offered in the third and fourth semesters shall be on the basis of preference and aptitude of students, availability of faculty Members and required infrastructure and facilities in the Institution.

List of Electives

1. Finance
2. Marketing
3. Human Resources Management
4. Operations Management
5. Information Systems

FINANCE ELECTIVES

Course Code	Elective Course	Semester
PMF3CST0121	Security Analysis and Portfolio Management	S3
PMF3CST0221	Bank Management	S3
PMF3CST0321	Cost and Management Accounting	S3
PMF3CST0421	Corporate Restructuring	S3
PMF3CST0521	Financial Derivatives	S3
PMF4CST0121	Management of Financial Services	S4
PMF4CST0221	Risk Management and Insurance Services	S4
PMF4CST0321	International Finance & Forex Management	S4
PMF4CST0421	Corporate Taxation	S4
PMF4CST0521	Rural Economy & Micro Finance	S4

MARKETING ELECTIVES

Course Code	Elective Course	Semester
PMM3CST0121	Integrated Marketing Communications	S3

PMM3CST0221	Retail Business Management	S3
PMM3CST0321	Agro-Business and Rural Marketing	S3
PMM3CST0421	Product and Brand Management	S3
PMM3CST0521	Services Marketing	S3
PMM4CST0121	Consumer Behaviour	S4
PMM4CST0221	Marketing Research	S4
PMM4CST0321	Digital Marketing	S4
PMM4CST0421	Customer Relationship Management	S4
PMM4CST0521	Marketing of Hospitality & Tourism	S4

HRM ELECTIVES

Course Code	Elective Course	Semester
PMH3CST0121	Training and Development	S3
PMH3CST0221	Compensation Management	S3
PMH3CST0321	Managing Organisational Change and Development	S3
PMH3CST0421	Performance and Talent Management	S3
PMH3CST0521	Competency Mapping	S3
PMH4CST0121	Managing Interpersonal and Group Process	S4
PMH4CST0221	Human Resources Information System	S4
PMH4CST0321	Global Human Resources Management	S4
PMH4CST0421	Counseling Skills For Managers	S4
PMH4CST0521	Industrial Relations & Labour Law	S4

OPERATIONS MANAGEMENT ELECTIVES

Course Code	Elective Course	Semester
PMO3CST0121	Materials and Purchase Management	S3
PMO3CST0221	Management of Technology and Innovation	S3
PMO3CST0321	Total Quality Management	S3
PMO3CST0421	Supply Chain Management	S3
PMO3CST0521	Advanced Project Management	S3
PMO4CST0121	Industrial Safety and Occupational Health	S4
PMO4CST0221	Operations Strategy	S4

PMO4CST0321	World Class Manufacturing	S4
PMO4CST0421	Service Operations Management	S4
PMO4CST0521	Global Operations & Logistics Management	S4

INFORMATION SYSTEMS ELECTIVES

Course Code	Elective Course	Semester
PMS3CST0121	System Analysis and Design	S3
PMS3CST0221	E-Business	S3
PMS3CST0321	Cloud Computing	S3
PMS3CST0421	Information Security Management	S3
PMS3CST0521	Software Quality Management	S3
PMS4CST0121	Enterprise Resource Planning	S4
PMS4CST0221	Decision Support System	S4
PMS4CST0321	Software Project Management	S4
PMS4CST0421	Database Management	S4
PMS4CST0521	E-Business Strategy	S4

2.3 Organization Study – First Year

Every student has to undergo an Organisation Study and produce a report on the functioning of an organisation from the managerial perspective. This study and the report will be treated as full course carrying 100 marks. The internal marks for the Organisation Study will be awarded by means of Report Presentation and Viva voce conducted by a Board of Faculty Members appointed for this purpose by the Faculty Council of the Management Department. Students are permitted to do their Organisation Study only in Business Organizations with more than 10 Million turnover for a period not less than 2 weeks. No student from the same college is permitted to undergo Organisation Study in such Organisation where a student from the same college is admitted for an academic year. A certificate from the Internal Guide of the business Organisation should also be obtained by the student after the successful completion of the project and the same should be attached with the project report. While selecting the Organisation, it should be an Organisation with four functional areas such as Finance, Marketing, Human Resources Management, and Operations Departments.

2.4 Summer Project

At the end of the second semester, the students are required to do a Project Work on a problem centered study and a Report of the same is to be submitted before the College/University and Comprehensive Viva voce Board. The students will have to identify a relevant managerial problem related to organisation / industry and basic research work has to be conducted to study the problem in detail. The students are required to use proper statistical tools (Descriptive & Inferential Statistics) in their project work. The total duration of this project study is 8 weeks and total marks for the dissertation is 100. Project work should be done in a National or International Business Organisation. Students are expected to select the topic of study from any one of the functional areas that they have opted as their specialization.

2.5 Viva Voce

For the conduct of comprehensive Viva voce 1 and 2, the Viva Voce Board will conduct both viva voce at the Institution. Sufficient number of external members (outside St. Albert's College [Autonomous]) should be inducted in the Viva Voce Board.

MASTER OF BUSINESS ADMINISTRATION

LIST OF COURSES

Code	Subject Name	Internal Marks	External Marks	Credits
PMB1CRT0121	Principles and Practices Of Management	40	60	4
PMB1CRT0221	Business Communication	40	60	4
PMB1CRT0321	Managerial Economics	40	60	4
PMB1CRT0421	Accounting For Management	40	60	4
PMB1CRT0521	Quantitative Techniques for Management	40	60	4
PMB1CRT0621	Business Law	40	60	3
PMB1CRT0721	Environment Management	40	60	3
PMB1CRT0821	Organizational Behaviour	40	60	4
		320	480	30

Table 3: Semester I Core Courses

Code	Subject Name	Internal Marks	External Marks	Credits
PMB2CRT0121	Financial Management	40	60	3
PMB2CRT0221	Marketing Management	40	60	3
PMB2CRT0321	Human Resources Management	40	60	3
PMB2CRT0421	Operations Management	40	60	3
PMB2CRT0521	Operations Research	40	60	3
PMB2CRT0621	Management Information Systems and Cyber Security	40	60	3
PMB2CRT0721	Research Methodology	40	60	3
PMB2CRT0821	Entrepreneurship Management	40	60	3
PMB2CPR0121	Organisation Study	40	60	4
PMB2CRV0121	Comprehensive Viva Voce (First & Second Semester)	40	60	4
		400	600	32

Table 4: Semester II Core Courses

Code	Subject Name	Internal Marks	External Marks	Credits
PMB3CRT0121	Business Analytics	40	60	4
PMB3CRT0221	Business Ethics and Corporate Governance	40	60	4
PMB3CPR0121	Summer Internship Project	0	100	4
Specialisation 1	Elective Course 1	40	60	3
Specialisation 1	Elective Course 2	40	60	3

Specialisation 2	Elective Course 3	40	60	3
Specialisation 2	Elective Course 4	40	60	3
		240	460	24

Table 5: Semester III Core Courses & Elective Courses

Code	Subject Name	Internal Marks	External Marks	Credits
PMB4CRT0121	Strategic Management	40	60	4
Specialisation 1	Elective Course 5	40	60	3
Specialisation 1	Elective Course 6	40	60	3
Specialisation 2	Elective Course 7	40	60	3
Specialisation 2	Elective Course 8	40	60	3
PMB4CRV0121	Comprehensive Viva Voce (Third & Fourth Semester)	0	100	4
		200	400	20

Table 6 Semester IV Core Courses & Elective Courses

Course Summary

Semester	Course Details	Total Marks for Continual Evaluation	Total Marks for End Semester Evaluation	Number of Credits
I	Full Credit Courses - 8	320	480	30
II	Full Credit Courses - 8 Organisation Study -1 Comprehensive Viva Voce - 1	400	600	32
III	Full Credit Courses - 6 Internship - 1	240	460	24
IV	Full Credit Courses - 5 Comprehensive Viva Voce - 1	200	400	20
Total		1160	1940	106
Grand Total of Marks		3100		
Total Credits		106		

Table 7 Summary of all the Semesters data

3. TEACHING, EVALUATION & ASSESSMENT

3.1 Teaching Methods

Since the MBA Programme is a professional course, the teaching methods shall be carefully designed at the Institution level. The teaching methods in MBA programme ideally include the following components:

- i. Class room lectures with participation from students Case Studies
- ii. Practical Illustrations & Simulations Role Plays
- iii. Quizzing
- iv. Class seminars & presentations

The above components are not comprehensive and Faculty Members are free to develop the teaching methods with more elements.

3.2 Student Evaluation

The evaluation of students comprises continual evaluation at the Institution level and comprehensive evaluation by the Controller of Examination, St. Albert's College (Autonomous).

3.2.1 Continual Evaluation

Continual Evaluation or internal assessment shall be conducted throughout the semester. It shall be based on internal examinations and various components as decided by the Faculty Member who is handling the course. The following components are suggested for continual evaluation. However, the Faculty Members are free to include any appropriate component with prior permission from Head of the Department / Principal.

Components of Continual Evaluation

Internal Examinations Written Examinations – Open Book Exams Question & Answer Sessions – Online Exams – Spot Tests	Individual Assignments – Problem Solving Group Assignments Class Seminars Case Study / Caselet Analysis and Presentation
Role Plays – Management Games – Story Telling	Software Exercises – Soft Assignments
Internal Viva-voce – Quizzes – Group Discussions – Interview with Industry Experts	Book Reviews – Article / Research Paper Reviews
Field Visits – Industrial Visits – Study Tour – Observation Study (with brief Reports)	News Paper Reading

Continual evaluation shall be completed in a transparent and justifiable manner. The purpose of continual evaluation is to facilitate the learner / participant to achieve learning outcomes.

In case of underperformance by the candidates in any components due to various reasons, remedial measures shall be taken by the Faculty Member so that the student will get transformed by the time of award of continual assessment marks. Head of the Department / Principal of the Institution should ensure that no candidate is getting intimidated during continual evaluation in all semesters. Any complaint / grievance by the students pertaining to internal assessment shall be submitted to the Grievance Committee in the college and appropriate measures shall be taken by the Principal for resolving the grievance. Faculty Members also can complain against the disobedience / mistrust / negative attitude etc. from the student's side to the Head of the Department / Principal. All processes in this regard shall be completed before the publication of internal assessment marks.

The Faculty Members, at the end of the semester, shall submit the continual evaluation marks in the prescribed format to the Dean and corrections, if any. The Dean shall forward the continual evaluation marks to the Principal for publication. The Faculty Members are required to keep in safe custody a record of internal assessment marks duly signed by the Dean and countersigned by the Principal. The Principal / Dean shall publish the Continual Evaluation marks 5 days before the commencement of Semester end examinations. The distribution of continual evaluation shall be as follows:

Criteria for Continual Evaluation

Sl. No.	Component of Continual Evaluation	Marks	Percentage
1.	Test Papers (Subject to a Minimum of 2 tests including model exam for each course)	20 (5 + 15)	50%
2.	Assignments – Other Components	10	25%
3.	Class Participation, Punctuality, Discipline	10	25%
Total		40	100

Credit for Merit (Subject to a maximum of 40 marks /subject)

Credit for Merit is an innovative method that helps to promote co-curricular and extracurricular achievements among students.

The following parameters may also be included for internal assessment subject to a maximum of 40 marks

1. Publications in National & International Journals & Magazines/ Presenting papers in National & International seminars

- Publications in International Journals - 8 marks(One in each paper)
- Publications in National Journals - 4 marks(One in 4 subjects)
- Publications in Erudition - 4 marks
- Paper Presentations in International conferences – 8 marks
- Paper presentations in UGC sponsored National conferences/Expo – 4 marks

2. Undertaking/Participating in professional surveys (based on certification)

3. Additional certifications in IELTS/NCFM/Advanced Excel/SAP Global Certification/IFRS/SCM/CRM

- Certifications upto 8 marks
- MOOC - 4 marks - 1 in each major paper

Subject to a maximum of 8 marks

4. Membership in Professional bodies(only one in a semester)

- Membership + 4 programmes to be attended and presented in front of faculty – 8 marks
- Membership + 2 Programmes to be attended and presented in front of faculty – 4 marks

5. Prize winners in Management games

- 1st prize – 8 marks – 1 mark in each subject
- 2nd Prize – 4 marks - 1 mark in 4 subjects
- 3rd Prize – 2 marks – 1 mark in 2 subjects

Subject to a maximum of 8 marks

6. Internships in MNCs/TNCs

Subject to a maximum of 8 marks

7. Entrepreneurship/Start ups

In order to inculcate entrepreneurship culture among students, the Board has decided to award upto 8 marks for successful registration of a new startup/venture

3.2.2 Comprehensive Evaluation

- The comprehensive evaluation will be done by the College/University through end-semester examinations which is of 3 hour duration for all subject courses.
- Candidates who have secured not less than 60% marks in the aggregate of total marks for all papers in four semesters (both continual and comprehensive evaluation together) in the examination shall be declared to have passed the MBA Degree Examination in First Class.
- Candidates who obtain not less than 75% of the total marks shall be declared to have passed the MBA Degree Examination with Distinction.

3.2.3 Grading System

The performance of a student in each course is evaluated in terms of percentage of marks with a provision for conversion to grade points. The grading system followed is that of

relative grading on a ten-point scale. The following table indicates the performance range and the relative value of the grades (grade points) on the scale.

Relative Grading on a Ten-point scale

Grade Letter	Grade Point	Percentage of Mark range
O	10	95-<=100
A Plus	9	90-<95
A Only	8	80-<90
B Plus	7	70-<80
B Only	6	60-<70
C Plus	5	50-<60
C Only	4	40-<50
F	0	Less than 40
Ab	0	Absent

GPA/CGPA - Letter Grades

Grade Point	Grade	Performance Level
10	O	Outstanding
9	A Plus	Excellent
8	A Only	Very Good
7	B Plus	Good
6	B Only	Above Average
5	C Plus	Average
0	F	Fail
0	AB	Absent

Minimum grade for passing in a course or programme: The minimum credit point requirement (CGPA) for the Programme is 5.0.

40% of marks is required for passing individual course in a semester (C only) and 50% marks is required for a semester pass (C plus). A candidate has to secure a separate minimum of 40% of marks in the end semester of each course. There is no separate minimum for internal marks.

The evaluation of a candidate shall be based on two indices:

- Semester Grade Point Average (SGPA)
- Cumulative Grade Point Average (CGPA)

Calculation of Semester Grade Point Average (SGPA)

Credit Points for the Course = No. of Credits assigned for the course x Grade Point secured for that course.

SGPA indicates the performance of a student in a given Semester. SGPA is based on the total credit points earned by a student in all the courses divided by the total number of credits assigned to the courses required in a Semester.

Note: SGPA is computed only if the candidate passes in all the required courses (gets a minimum required grade for a pass in all the required courses as per the specific curriculum). Securing of SGPA in all semesters may not enable students to have minimum required CGPA for a pass in the programme.

$$\text{SGPA} = \frac{\text{Total credit points earned by the student from all the required courses of a Semester}}{\text{Total credits of all courses required in a semester}}$$

Calculation of Cumulative Grade Point Average (CGPA)

CGPA refers to the Cumulative Grade Point Average weighted across all the semesters (4 Semesters). CGPA is obtained by dividing the total number of credit points earned by the student in all the semesters by the total number of required credits of all the Semesters as per curriculum.

$$\text{CGPA} = \frac{\text{Total Credit Points of Semester- S1} + 2 + 3 + 4 \dots}{\text{Total Credits of Semester- S1} + 2 + 3 + 4..}$$

$$\text{Total Credits of Semester- S1} + 2 + 3 + 4..$$

OR

$$\frac{[\text{SGPA of I Semester} \times \text{Total Credits of I Sem}] + [\text{SGPA of II Semester} \times \text{Total Credits of II Sem}] + [\text{SGPA of III Semester} \times \text{Total Credits of III Sem}] + [\text{SGPA of IV Semester} \times \text{Total Credits of IV Sem}]}{[\text{Total Credits of I Semester} + \text{Total credits of II Semester} + \text{Total credits of III Semester} + \text{Total credits of IV Semester}]}$$

This formula shall be printed on the Grade Card issued to the student with a note that it could be used to convert the grades into mark-percentages. (The details of the grading system as indicated above shall also be printed on the Grade Card).

Conversion of CGPA to percentage

Equivalent Percentage = [(CGPA obtained) X 100] / Maximum CGPA (=10)

3.2.4 Semester Promotion

Candidates for the MBA Degree shall be eligible to undergo the courses of study in the next semester and appear for the examination of that semester, irrespective of the results of the examinations of the previous semester provided they have completed all the formalities of attendance, payment of all fees due to the College/University and registration for the examinations in the earlier semesters.

3.2.5 Reappearance and improvement Examinations

Candidates in the 1st and 2nd semesters, who have secured the SGPA letter grade of 'C' or 'P' in the end-semester examination can improve their grade by reappearing for all the semester courses together along with the next immediate batch provided the candidate has applied for the same and paid the required fee; in such cases a candidate will be awarded a new grade only if there is an improvement in grade in the new examination; otherwise, the candidate is eligible to retain the grade obtained in the previous examination before improvement.

Candidates in the 1st or 2nd semesters who have secured a letter grade of 'P', 'F' or 'Ab' in any of the courses can reappear for exams course-wise along with the next immediate batch provided the candidate has applied for the same and paid the required fee. Candidates in the 3rd semester, who have secured the SGPA letter grade of 'C' or 'P' in the end-semester examination can improve their grade by reappearing for all the semester courses together, along with the next immediate batch provided the candidate has applied for the same and paid the required fee; in such cases a candidate will be awarded a new grade only if there is an improvement in grade in the new examination; otherwise, the candidate is eligible to retain

the grade obtained in the previous examination before improvement.

Candidates in the 3rd semester who has obtained letter grade of 'P', 'F' or 'Ab' in any of the courses can reappear for exams course-wise in a supplementary examination along with the 4th semester examinations provided the candidate has applied for the same and paid the required fee. After completing a semester programme (all courses with 'P' or above grade) students will not have the facility of course-wise improvement and they will have to reappear for all the courses constituting the entire semester. 1st and 2nd semester SGPA cannot be improved after the completion of the 4th semester. Only 3rd and 4th semester SGPA can be improved after the completion of a programme. The marks/grades awarded for internal assessment and that for the project/dissertation cannot be improved. Improvement of the 3rd or 4th semester must be done within a period of one year, that is, by reappearing for the third semester examinations at the following semester and the fourth semester examinations along with the immediate lower batch. If the improvement is meant to obtain minimum CGPA requirement, a candidate has the option to decide which semester (3rd or 4th) is to be improved; however, the grade given to the candidate shall be that obtained for the entire semester improvement examination.

Candidates who could secure the grade of only 'F' or 'Ab' in a course in the 3rd or 4th semester examinations will be given two additional chances for course-wise reappearance even after the completion of the programme; but it has to be done within a period of two years after the completion. In such cases a candidate has to apply for the same as a supplementary exam and pay the required fee (Fee for supplementary examination of any course shall be full semester examination fee irrespective of number of courses involved).

3.2.6 Semester Promotion

Candidates for the MBA Degree shall be eligible to undergo the courses of study in the next semester and appear for the examination of that semester, irrespective of the results of the examinations of the previous semester provided they have completed all the requirements of attendance, payment of all fees due to the University and Institution and registration for the examinations in the earlier semesters.

4. Academic Administration

4.1 Registration & Attendance Norms

Every candidate should register for all subjects of the end semester examinations of each semester. A candidate who does not register will not be permitted to attend the end semester examinations. He / she shall not be permitted to attend the next semester.

- No student shall be allowed to appear for the College/University examinations (written and viva-voce), if he/she has not secured 75 % attendance for each course.
- For a student to claim specialization in any functional area he/she must have taken a minimum of 5 courses in that area of specialization.

4.2 Class Committee & Functions

The Head of Institution shall form a Class Committee for each batch at the beginning of semester classes. This Committee shall be in existence throughout for the concerned semester. The Class Committee shall consist of the Head of Department as Chairperson of the Committee, Faculty Advisor of the class, a Senior Faculty Member of the Department and three Student Representatives. At least one Student Representative in the Class Committee should be a lady. There should be at least two meetings of the class committee every semester. It shall be the responsibility of the Head of Department to convene meetings. The functions of Class Committee are the following:

- To review periodically the progress and conduct of students in the class. To ensure syllabus coverage within the stipulated time
- To discuss any problems related to any course in any semester.
- Maintain strict vigil AGAINST RAGGING.
- Any other relevant issues related to the conduct of MBA Programme at the Institution

4.3 Examination Monitoring Cell

The Head of the Institution should constitute an Examination Monitoring Cell (EMC) at the Institution for the conduct and supervision of all examinations, especially the internal

examinations. This Cell with a Senior Faculty Member as Convener shall consist of minimum three Faculty Members and one Member shall be a lady. A clerical Staff Member having computer skills shall be assigned for assisting the Examination Monitoring Cell.

The following are the responsibilities of Examination Monitoring Cell:

- Schedule and conduct all internal examinations
- Act as the examination squad to keep a vigil on all internal and College/ University Examinations
- To receive any complaints from students regarding issues like out of syllabus questions, printing mistakes etc. of end semester examinations. The Cell shall investigate these complaints and if necessary forward the same to University with specific comments.
- To receive complaints from students regarding internal examinations, award of marks and any allegation of victimization. The Cell shall enquire such incidents and give a report to the Principal for necessary action.
- To function as a wing of the University Office of Controller of Examinations at the Institution level.

MASTERS IN BUSINESS ADMINISTRATION

SEMESTER – I

PRINCIPLES & PRACTICES OF MANAGEMENT

Introduction

Principles and Practices of Management helps understand various theories and practices to be followed in the organisations to achieve their goals and objectives effectively. The subject helps to acquire skills which are required by managers to perform various functions efficiently.

Learning Outcomes

1. Students will be able to understand and apply the functional roles responsibilities and skill of managers in the corporate world
2. Students will demonstrate comparison and analyse the functions of management in manufacturing and service organisations
3. Students will be able to develop and evaluate alternate managerial decisions and identify optimal solutions
4. Students will demonstrate effective application capabilities of their conceptual understanding

Course Outline

Module 1 Introduction

Management - Meaning, Definition and Nature; Evolution of Management – Management Thoughts -Early - Modern – Post-modern; Contributions of F.W. Taylor - Henry Fayol – Hawthorne Studies-Behavioural School of Management Approach. Levels of Management, Skills required for a manager, managerial roles. Management Lessons from Indian Philosophy – Vision, Effectiveness, Efficiency and Teamwork. No Change

Module 2 Planning

Functions of Management: POSDCORB; Characteristics of Management; Planning: - Meaning – nature – importance -Levels of planning. Objectives – setting objectives – Policies – Planning premises, Types of plans - Process of planning - Decision Making; MBO; Principles in Planning

Module 3 Organizing & Staffing

Organising: - Nature-Purpose-Principles-Organisational Structure and types -

Departmentation - Centralization vs. Decentralization - Span of control- Delegation of Authority – Principles in Organising – Line Vs Staff Authority – Networking and Virtual Organizations Staffing: - Meaning, Principles in Staffing, Staffing Functions

Module 4 Leadership & Modern Trends

Directing:-Principles in Directing - Leadership – Leadership Traits – Leadership Styles – Emerging Trends in Management; Management of Creativity & Innovation – Creative Process – Managing E- Business World – Challenges – Management in Globalized Era – Organizational Social Responsibility

Module 5 Management Control

Control:- System and process of Controlling - Requirements for effective control - The Budget as Control Technique - Information Technology in Controlling – Control Techniques- Control and planning- Types of Control– Reporting - Co-ordination; Principles in Control and Co-ordination

Pedagogical tools

Lecture, Case Study, Organisational Visit

Intended Skill-sets from the Course

Managerial Skills

Recommended Books:

1. K.Aswathapa, “ Essential of Business Administration”, Himalaya Publishing House
2. Harold Koontz & Heinz Weihrich, “Essentials of Management”, Tata McGraw-Hill,1998
3. JAF Stomer, Freeman R. E and Daniel R Gilbert, “Management”, Pearson Education, Sixth Edition, 2004.
4. Stephen P. Robbins and Mary Coulter, “Management”, Prentice Hall of India, 8th edition.
5. Tripathy PC and Reddy PN, “Principles of Management", Tata McGraw-Hill, 1999.
6. Y.K. Bhusan, “Fundamentals of Business Organisation & Management”; Sultan Chand & Co., New Delhi.

BUSINESS COMMUNICATION

Introduction

Business Communication helps sharing information between people within and outside a company. Effective business communication is essential for employees and management to interact to reach organizational goals. Its purpose is to improve organizational practices and reduce errors

Learning Outcomes

1. The students are expected to have a strong understanding about the theoretical aspects of Business Communication and apply the same in specific work situations.
2. The students will be able to analyse different situations and create appropriate business letters.
3. The students will have the ability to develop and deliver oral presentations and speeches.
4. Students will have the ability to apply critical thinking skills to evaluate a given specific issue and develop effective business reports.

Course Outline

Module 1 Introduction to Communication – Managerial Communication

The Concept and Significance of Managerial Communication- Internal Communication and External Communication - Objectives of Managerial Communication -Effective Communication Skills -7C's and 4 S's (Shortness , simplicity, strength sincerity) - Communication Environment and Communication Process

Module 2 Communication Barriers

External, Organizational and Personal Factors - Making Communication Effective. Improving interpersonal communication skills-Transactional Analysis

Module 3 Written Communication

Letters for different occasions- accepting/declining invitations, congratulating, consoling, conveying information – Social Communication - Blogs, Reviews (films, books), posting comments, tweets, cross-cultural communication. Work Place Communication – Minutes, Proposals, Memorandums, Press releases, Presentations, Profile of institutions, Speeches,

Responding to enquiries and complaints, Resumes, Applications. Commercial/Business Letters and Principles of Effective Writing - Sample Letters.

Module 4 Verbal and Non Verbal Communication

Introduction - Public Speaking Skills - Role of audio visual aids and computers in oral presentations - Tele Conference - Video Conference. Interviewing– Placement Interviews, Discipline Interviews, Appraisal - Interviews and Exit Interviews. Listening skills - Mannerisms - Body language– Kinesics – Professional Dressing – Conducting meetings, seminars and conferences – Group discussion. Business Etiquette and grooming

Module 5 Negotiations and Report Writing

Introduction - Phases of a Negotiation - Characteristics of Negotiation - Opening Negotiations - Legal Aspects of Communication – Reports: Writing reports of different kinds –Long & short reports -Formal & Informal reports Annual report, Status report, Survey report.

Pedagogical tools

Lecture, Presentations, Case study, Videos.

Intended Skill-sets from the Course

Communication skills

Recommended Books:

1. Courtland L. Bovee ,John V Thill, Business Communication Today, Prentice Hall International
2. Raymond V Lesikaret. al., Connecting in a Digital World, 13e,Tata McGraw Hill, New Delhi.
3. Guffey Mary Ellen, Business Communication, South-Western Collage publishing
4. Meenakshi Raman, Sangeetha Sharma, Technical Communication- Principles and Practice, Oxford
5. Argenti Paul A, Irwin, Corporate Communication, McGraw Hill.
6. Atkinson, Reynolds, Business Writing & Procedures, American Book Co.

MANAGERIAL ECONOMICS

Introduction

A successful manager makes good decisions and to make good decisions, he/she need to understand the market forces that impact their business and personal life. This is true for managers in large multinationals or small businesses, in non-profit organizations or in the government. Individuals and households also make decisions. They decide on what to learn, where to work, how much to save, where to invest, and what goods to buy, among others. Most modern societies depend on markets to organize economic activity and a large number of decisions you make as individuals or as managers relate to markets. Hence this course teaches the students on how markets work and how to make good decisions as a manager or as an individual operating in a market environment

Learning Outcomes

1. Understand and apply the fundamental concepts of microeconomics used to facilitate the problem of scarcity and resource allocation in the context of choices and opportunity cost.
2. Complete understanding of the factors determining and functioning of the market forces like Demand and Supply, elasticity's and forecasting of demand.
3. Calculate and determine the optimum cost and revenue combinations needed for equilibrium in both short and long run, as well as break-even analysis in the process of production.
4. Evaluate the different market conditions, intensity of competition and conditions for equilibrium in different types of markets like perfect competition, monopoly, monopolistic competition, oligopoly and duopoly.

Course Outline

Module 1 Introduction to Managerial Economics

Micro & Macro Economics, Managerial Economics – Definition – Nature & Scope, Fundamental concepts in Managerial economics for decision making: Incremental Principle, Opportunity Cost, Discounting Principle, Time Concept, Equi-Marginal Principle – Illustrations, Decision Making– Process and Conditions – Difference between Risk

&Uncertainty.

Module 2 Demand Analysis and Forecasting

Meaning of Demand – Types of Demand – Law of Demand & its Exceptions, Elasticity of Demand–Price Elasticity, Income Elasticity, Cross Elasticity, Promotion Elasticity, Applications of the concepts of Elasticity, Demand Forecasting – Process – Statistical & Non-Statistical Techniques, Utility Analysis & Consumer Behaviour – Equilibrium of the consumer using Cardinal & Ordinal Utility (Indifference Curve) Theories.

Module 3 Supply & Production

Theory of Production – Meaning of Production function, Production function with one variable input – Law of Variable Proportions – Returns to Scale, Production function with two variable inputs – Iso-quants – Producers' Equilibrium, Economies of Scale – Types – Economies of Scope, Theory of Costs – Classification of Costs - Short Run & Long Run Cost Curves, Revenue Curves.

Module 4 Market Structure

Market – Meaning & Elements, Classification of Markets – Markets based on Competition, Theory of Firm – Profit Maximization Rules, Price & Output Determination under Perfect Competition, Price & Output Determination under Monopoly – Monopoly Price Discrimination, Price & Output Determination under Monopolistic Competition, Price & Output Determination under Oligopoly – Kinked Demand curve model only.

Module 5 Macro Economic Concepts

National Income Concepts – Measurement of National Income, An overview of Financial System in India, An overview of Fiscal & Monetary Policies in India, Balance of Payments: Causes of Disequilibrium & Remedies, Inflation in India – Causes & Remedies. Free Market Economy & Need for Government Intervention – An appraisal of Economic Reforms in India. Government Budgetary Policy: Budget Deficit and Debt; Circular Flow of Income

Pedagogical tools:

Lecture, Presentations, Case study, Co-Teaching, Videos.

Intended Skill-sets from the Course

Decision Making Skills and Critical Thinking Ability

Recommended Books:

1. Dwivedi D.N, Managerial Economics, Vikas Publications (ISBN 8125910042)
2. P.L. Mehta, Managerial Economics Analysis, Problems and Cases – Sultan Chand & Sons (ISBN 81- 7014386-1)
3. K.K. Dewett, Modern Economic Theory: Micro & Macro Analysis – Orient Book Distributors, New Delhi.
4. V.L. Mote, Managerial Economics – Tata McGraw Hill, New Delhi
5. Gaurav Dutt & Aswani Mahajan, Dutt & Sundaram's Indian Economy – Sultan Chand & Sons

ACCOUNTING FOR MANAGEMENT

Introduction

Participants in this course will develop the essential ability of all managers, to use complex accounting information as a platform for decision-making. As the course unfolds, participants will build an increasingly sophisticated level of understanding of the language of accounting and its key concepts. In addition the course develops skills in interpreting earnings statements, balance sheets, and cash flow reports. This ability to analyse financial statements will enable participants to deal more effectively with strategic options for their businesses or business units. Strong foundations in financial analysis, and development of crucial basic accounting skills will also enable participants to develop a management accounting focus.

Learning Outcomes

1. The students will exhibit the ability to apply their quantitative skills to analyze and interpret financial data.
2. The students would demonstrate the ability to compare and contrast between IFRS and GAAP.
3. The students will be able to apply accounting principles and conventions to prepare financial statements.
4. The students will be able to use ratios to critically evaluate the information contained in financial statements

Course Outline

Module 1 Introduction

Book keeping and Record Maintenance. The concept of Double Entry. Accounting equations and Type of accounts - Rule of recording business transactions - Preparation of basic accounts - Journal, Ledger, Trial Balance - Cash book , Bank reconciliation statement - Final Accounts: Trading and Profit & Loss Account and Balance Sheet.

Module 2 Insight to Accounting

Generally Accepted Accounting Principles (GAAP)-Accounting Concepts and Conventions – International Accounting Standards – IFRS – Responsibility accounting.

Module 3 Financial accounting and Management Accounting

Objects, Functions, Advantages and Limitations of Financial Accounting. Nature, Meaning,

Functions, Scope, Objectives, Tools and Techniques of Management Accounting – Management Accounting Benefits and Limitations - Management Accounting Vs Financial Accounting

Module 4 Financial Statement Analysis

Financial Statements - Methods of Financial Analysis - Comparative Statements, Trend Analysis, Common size Statements. Advantages and Limitations of Financial Statement Analysis.

Module 5 Ratio Analysis

Meaning and Significance of Ratios - Advantages and Limitations of Ratio Analysis - Classification of Ratios - Income Statement Ratios, Inter Statement Ratios, Liquidity Ratios, Profitability Ratios, Turnover Ratios, Solvency Ratios, Leverage Ratios – Du Pont Analysis.

Pedagogical tools

Lecture, Case study, Videos.

Intended Skill-sets from the Course

Managerial Skill

Recommended Books:

1. Arora M.N, Accounting for Management, Himalaya Publishing House, New Delhi.
2. Gupta R.L, Advanced Accounting, Sultan Chand & Sons .
3. Maheswari S.N and Maheswari S.K, Advanced Accounting, Vikas Publishing House, New Delhi.
4. Shashi K. Gupta, Management Accounting, Kalyani Publishers, New Delhi.

QUANTITATIVE METHODS FOR MANAGEMENT

Introduction

This subject will help the participants to familiarize with Mathematical and Statistical techniques applied in Management, and help the students to solve statistical problems for summarizing, analyzing, and interpreting Data.

Learning Outcomes

1. Students will be able to analyse the data set for business forecasting using Time Series Analysis
2. Develop an insight of Correlation and Regression tools and Demonstrate in real time projects as how to interpret the data set
3. Evaluate the effectiveness of different measures of Central Tendency and Dispersion, for a given data set and choose the best.
4. Apply the concepts of Probability to find solutions to business as well as day to day scenarios

Course Outline

Module 1 Quantitative Techniques and Business Management

Quantitative Techniques and Business Management: Matrices – Multiplication, Inverse and solving systems of equations –Arithmetical operations involving matrices. Determinants, Inverse of a matrix. Solution of simultaneous equations using matrices.

Module 2 Measures of Central Tendency and Dispersion

Frequency and Frequency Distribution - Statistical Averages - Arithmetic mean - Merits and demerits of arithmetic mean, Median - Merits and demerits of median, Mode - Merits and demerits of mode, Geometric Mean, Harmonic Mean. Dispersion: – Range - Mean Deviation, Standard Deviation - Coefficient of Variation

Module 3 Correlation and Regression analysis

Correlation and Regression analysis: Correlation: Different types of correlation –Karl Pearson's correlation coefficient - Spearman's Rank correlation coefficient – Concurrent deviation method – Coefficient of Determination. Regression analysis: Line of best fit, least square method- Business applications.

Module 4 Time Series analysis

Time Series analysis – Different components of time series- Application of Time series in Business forecasting. Index Numbers – Different types of Index Numbers. Business applications of Index Numbers.

Module 5 Basic Probability concepts

Basic Probability concepts – Addition and multiplication theorems of Probability, Marginal, Joint and Conditional Probability - Baye's theorem and its business applications. Probability distributions – Binomial, Poisson, Normal, Business applications.

Pedagogical tools

Lecture, Case study, Videos.

Intended Skill-sets from the Course

Managerial Skill

Recommended Books:

1. Aczel A.D. and Sounderpandian J., Complete Business Statistics, 6th edition, Tata McGraw – Hill Publishing Company Ltd., New Delhi, 2012.
2. Donald R.Cooper and Pamela S.Schindler, Business Research Methods, Tata McGraw Hill, India
3. Gupta S.C., - Fundamentals of Statistics – Himalaya Publishing House

BUSINESS LAW

Introduction

The students get familiarised with the basic framework of business Law which is a fundamental part of business and business has always been intertwined with the law and legal regulations. Business students often enter the corporate world without a comprehensive understanding of the law or the role of legal professionals in the creation and operation of a business. Legal studies can guide business professionals in ethics and laws,

Learning Outcomes

1. The students will be able to define and classify the basic framework and insights of business law in managing and maximising the value of corporate legal function
2. To familiarize students with general business law issues to help become more informed, sensitive and effective business leaders
3. Understand fundamental legal issues pertaining to the business world to enhance their ability to manage businesses effectively
4. The students will be able to infer and apply the legal framework and draw insights of business law in real time through case analysis.

Course Outline

Module 1 Introduction to Law & Contracts

Introduction to Legal System: Sources of Law – Classification of Law – The Indian Contract Act 1872- Nature and Classification of contracts Essential elements of a valid contract - Offer and Acceptance Consideration - Capacity of Parties - Provisions relating to free consent, void agreements - Provisions Relating to Performance and Discharge of Contracts - Quasi contracts – Breach of Contract and its remedies.

Module 2 Sale of Goods Act

Sale of goods Act, 1930- Contract of sale of goods-Meaning essentials of a contract for sale - Formalities of a Contract of sale - Provisions relating to Conditions and Warranties – Provisions Relating to Transfer of Property or Ownership - Provisions Relating to performance of contract of sale - Rights of unpaid Seller - Rules as to delivery of Goods.

Module 3 Negotiable Instruments

The Negotiable Instruments act, 1881, Negotiable Instruments, Meaning, characteristics, types, parties - holder and holder in due course - Negotiation and types of endorsements, Dishonour of negotiable instruments - noting and protest - liability of Parties on negotiable instrument, Indian Partnership act, 1932 - Important features - Formation of partnership firms, Kinds of partners - Rights and duties of partners - Dissolution of partnership.

Module 4 Companies Act

The companies act, 1956 - Company definition, meaning, features and types of Companies. Incorporation of a Company - Memorandum of Association, Articles of Association and Prospectus - Share Capital - Management and Meetings - Winding up of companies

Module 5 Laws Related to Business

Consumer Protection Act 1986 – Foreign Exchange Management Act 1999 – GST: An overview– IT Act 2000 – Competition Act, 2000 – Intellectual Property Rights.

Pedagogical tools

Lecture, Case Study, Presentation

Intended Skill-sets from the Course

The course is tailored for business students to acquire legal skills and the ability to assess legal risks for better decision making.

Recommended Books:

1. Gulshan S. S. & Kapoor G. K., Business Law Including Company Law, Twelfth Edn., New Age International
2. (P) Ltd.
3. Kuchchal M. C., Business Law, Fifth Edn., Vikas Publishing House, New Delhi.
4. Moshal B. S, Modern Business Law, Second Edn., Ane Books Pvt Ltd.
5. Bagriyal A. K, Company Law, Twelfth Edn., Vikas Publishing House, New Delhi.
6. Pylee M V, An Introduction to the Constitution of India, Fifth Edn., Vikas Publishing House, New Delhi

ENVIRONMENT MANAGEMENT

Introduction

This subject will help the participants to familiarize with the framework of Natural Environment and Importance of Protection of Natural Resources, and make them aware about pollution and waste management.

Learning Outcomes

1. Understand and apply the types of natural resources and Energy management techniques in our immediate ecosystem
2. Develop a Plan for Effective waste management.
3. Evaluate the effectiveness of different dimensions of Sustainable development.
4. Analyse different Policies and Legislations for Environmental Management

Course Outline

Module 1 Environment and Ecosystem

Importance and Sustainability - The Brundtland Report. Eco-system: Components – Biotic and abiotic components. Biodiversity - Definition, Principles, Bio-diversity in India.

Module 2 Natural resources and Energy management

Depletion of natural resources - Fossil fuels. Energy sources: Conventional sources – Renewable sources - Energy management techniques - Energy Audit, Global Warming - Ozone depletion Carbon credit - Climate change.

Module 3 Disaster management & resilience

Society - Its Development and Governance Environmental Degradation, Industrial Pollution – Types and Impacts – solution, Waste Management - Developing Recycling Technologies.

Module 4 Sustainable development

Dimensions of sustainable development, The Earth Charter; Human health - Human mobility; Population, Urban challenge - Triple Bottom line.

Module 5 Environment Politics

Policies and Legislations, Governmental Institutions for Environmental Management – United Nations Commission for Sustainable Development, ISO 14000, Business Start-Ups and Environment policies.

Pedagogical tools

Lecture, Case study, Videos.

Intended Skill-sets from the Course

Employability

Recommended Books:

1. Bala Krishnamurthy – Environmental Management: Text and Cases, PHI.
2. Arindita Basak – Environmental Studies, Pearson Education.
3. Kaushik and Anubha – Environmental Studies, New Age International.
4. Betz and Fredrick – Managing Technology, Prentice Hall, Englewood cliffs, New Jersey.

ORGANIZATIONAL BEHAVIOR

Introduction

Organisational behaviour is an important core course in Business management , designed to create managers and leaders who can get the work done by others effectively and efficiently. Organisation is a coordinated social unit, and managers are responsible for mobilising the resources in the challenging business environment and create value through pedalling the dynamic human factor by understanding the intricacies and niches in the intra and inter relations of employees in the workplace. Organisational behaviour facilitate the B students with an acumen to manage and understand the employees individual, group and organisational levels.

Learning Outcomes

1. Understand and analyse the various theoretical frameworks that serve as a foundation for the study of organizational behaviour.
2. Appraise and design employee performance based on job performance, teamwork, job satisfaction and commitment to the organisation
3. Explore and analyse the importance of human behaviour in the workplace from an individual, group, and organizational perspective
4. Analyse and present the motivational application of job design

Course Outline

Module 1 Introduction – Individual Behaviour

Definition of Organisation Behaviour – Nature & Scope – Challenges & Opportunities for Organisation Behaviour – Individual behavior: Learning – Theoretical overview – Perception – Factors influencing perception – Perception & Individual Decision making – Values – Attitudes & its components – Personality – Myers Briggs Type Indicator, Big Five Model - Sixteen Personality Factor

Module 2 Motivation

Motivation – Meaning, Definitions – Early Theories of motivation – Needs Hierarchy theory, Theory X & Y, Two-Factor theory; Contemporary Theories of motivation – Goal Setting Theory – Reinforcement Theory – Expectancy Theory – Applications of Motivation

Module 3 Group Behaviour & Teams

Group Formation and Development; Group Dynamics; Team Building, Structure of Groups;

Group Efficiency; Group Norms; Cohesiveness; Group Effectiveness; Group Decision Techniques; Application of Fundamental Interpersonal Relations Orientation (FIRO-B)

Module 4 Leadership & Power

Leadership: – Leadership Theories: Trait Theories – Behavioural Theories – Contingency Theories: Fiedler Model – Path Goal Theory – Contemporary Leadership: Charismatic Leadership & Transformational Leadership – Power: Bases of Power – Power Tactics

Module 5 Organization System & Dynamics

Organizational Culture – Organizational Change – Resistance to Change – Managing Change - Stress: Sources and Consequences, Stress Management Emotional Intelligence, Conflict, WLB - JoHari Window

Pedagogical tools

Lecture, Case study, Videos.

Intended Skill-sets from the Course

Leadership and general management

Recommended Books:

1. Stephen P. Robbins, Timothy A. Judge, Neharika Vohra, Organisational Behaviour – Pearson Education 15th edition,
2. Fred Luthans - Organisational Behavior - McGraw Hill
3. Kavitha Singh, Organisational Behaviour: Text & Cases – Vikas Publishing
4. Aswathappa K., Organisational Behaviour – Himalaya Publishing House

MASTERS IN BUSINESS ADMINISTRATION
SEMESTER – II

FINANCIAL MANAGEMENT

Introduction

This course has been designed to inform the students about the basic concepts of financial management and contemporary theory and policy in order to master the concepts, theories and technique of financial management, what represents the condition of profitable business operations and survival respectively development of business subjects and the economy as a whole. Students should acquire the basic knowledge by means of combining theoretical cognitions and practical attitudes to enable them the understanding of financial problems in business

Learning Outcomes

1. The students will be able to critically examine the concepts relating to financial decisions and capital structure.
2. The students will be able to apply the various techniques of Capital budgeting in various business scenarios.
3. The students will demonstrate the ability to critically evaluate the various Financing and Dividend decisions.
4. The students will be able to select and apply the various techniques of managing working capital.

Course Outline

Module 1: Introduction to Finance

Introduction to Financial management: Business Finance- Concept, types and scope. Financial management: objectives, functions and scope - Interface of financial management with other functional areas. Role of finance manager- Financial forecasting - Financial planning. Risk and Return concept: – Relationship between risk and return – Risk Diversification.

Module 2 Time Value of Money & Investment Decisions

Time Value of money and Investment Decisions- Process of compounding – Process of discounting - Future value of Single cash flow and annuity - Present value of a single cash

flow and annuity. Investment Decisions: - Capital budgeting – Process of capital budgeting - selection of projects - Estimation of cash flows - Payback and Discounted payback period - Accounting rate of return- NPV – IRR – Capital Budgeting decisions under risk - Capital Rationing - Project selection under rationing.

Module 3 Finance Decisions

Financing and Capital Structure Decision: Sources of Finance: External and Internal financing. Cost of different sources of capital –Weighted average cost of capital (WACC) and Marginal cost of capital. Capital structure decisions – meaning and pattern– Theories of capital structure- Net income approach - Net operating income approach- Traditional approach-MM approach - Optimum capital structure. Leverage - operating, financial and composite leverage.

Module 4 Dividend Decisions

Dividend Decisions: Dividend policy – dividend and its forms – objectives of dividend policy – relevance and irrelevance. Theories of dividend decisions: Walter’s Approach – Gordon’s Approach – MM Approach

Module 5 Working Capital

Management of Working capital: Meaning and Need of Working capital - factors affecting composition of working capital – Inter dependence among components of working capital – Estimation of working capital – Cash management- Cash flow statement and fund flow statement- Receivables management. Introduction to the concept of Working capital Scorecard.

Pedagogical tools

Lecture, Case study, Videos

Intended Skill-sets from the Course

The purpose of the course is to offer the students relevant, systematic, efficient and actual knowledge of financial management that can be applied in practice with making financial decisions and resolving financial problems.

Recommended Books:

1. Brealey, Richard A and Stewart CMyers. Principles of Corporate Finance. McGraw Hill, India, 2012.

2. Chandra Prasanna, Financial Management- Theory & Practice, Tata McGraw Hill, 2014.
3. James C Vanhorne, John M WachowiczJr, Fundamentals of Financial Management, Pearson Education Limited, New Delhi.
4. Lawrence J Gitman, Principles of Managerial Finance, Pearson Education limited. New Delhi.
5. Pandey IM, Financial Management. Vikas Publishing House, 2009.
6. Reddy, G Sudarsana, Financial Management, Himalaya Publishing House, 2011.
7. Van Horne James, Financial Management Policy, Prentice Hall India

MARKETING MANAGEMENT

Introduction

The course enables students to understand the market and marketing management through detailing and familiarizing students through unravelling the basic framework of transfer, exchange and movement goods and services and their value creation in the puzzled marketplace through carefully crafting and planning.

Learning Outcomes

1. Students will be able to understand marketing as a major function in an organisation and compare the marketing strategies of various organisations.
2. Students will be able to analyse the steps a customer is passing through before purchasing a product
3. Students will be able to apply the pricing theories which can be adopted by an organisation
4. Students will be able to create a marketing plan for products/services

Course Outline

Module 1 Introduction to Marketing

Marketing: Meaning, Nature & Scope as the key business function in Organizations – Marketing for New Realities – Holistic Marketing Concept – Extended Marketing Mix – Key Customer Markets: Consumer, Business, Global, Non-profit & Government – Market Space – Meta Markets. Concept of Value chain – Marketing Environment – Internal and External environment – Introduction to Marketing Research & Modern Marketing Information System – Concept of Big Data – Marketing Intelligence Market Strategic Planning – Elements of Marketing Plan

Module 2 Buyer Behaviour

Customer Relationship Management – Loyalty Programmes. Types of Consumer Buying Behaviour – Factors affecting Buyer Behaviour - Buyer Roles – Consumer Buying Decision Process: The 5 Stage Model. Organizational Buying Decisions – Buying Center – Tapping Global Markets. Segmentation, Targeting & Positioning – Strategies. Competitor Analysis – Competitive Market Strategies – Leaders, Challengers, Followers & Nichers

Module 3 Product & Pricing Decisions

Creating Value: The Product – Goods & Services Continuum – Classification & Levels of Product Product Decisions: Product Mix and Product Lines – Concepts. Product Life Cycle Strategies – Brand Concepts – Marketing of Services – Extended Marketing Mix for services – Packaging & Labeling Decisions – Warranties & Guarantees – New Market Offering – Types of new Product New Product Development: Stages – New Product Success & Failure – Diffusion of Innovation Pricing Policies & Strategies – Factors affecting Price Determination – Steps in Setting the Price

Module 4 Distribution & Promotion Decisions

Distribution as a part of Value Delivery – Multi-channel marketing – Role of Marketing Channels – Channel Functions & Flows – Channel Levels – Channel Design Decisions – Channel Management Introduction to Retailing & Wholesaling – Franchising –Teleshopping – Shopping through Internet. Communicating Value – Marketing Communication Mix – An overview of Advertising, Sales Promotion, Personal Selling, Direct Marketing, Public Relations – Managing Integrated Marketing Communications – Managing Holistic Organization – Internal Marketing

Module 5 Marketing Control & Modern Trends in Marketing

Concept, Process & Types of Marketing Control – Marketing Audit –Marketing Challenges in Globalized Era – Marketing through Social Network & Digital platforms – Social Marketing – Elements of Social Marketing Plan – Green Marketing – Consumerism – Introduction to Marketing Analytics

Pedagogical tools

Lecture, Case study, Videos, Expert (market) interaction from industry

Intended Skill-sets from the Course

Ethical marketing management skill

Recommended Books:

1. Kotler Philip, Keller Kevin, Koshy Abraham & Jha Mithileshwar, MARKETING MANAGEMENT – A South Asian Perspective – Pearson Education 15th edition
2. Ramaswamy V.S. & Namakumari S, MARKETING MANAGEMENT – Global

Perspective, Indian context MacMillan 4th edition

3. Rajan Saxena - MARKETING MANAGEMENT – Tata McGraw Hill – 4th edition
4. Kotler Philip & Armstrong Gary, Principles of Marketing (15th Edition) – Pearson Prentice Hall
5. Etzel, MJ, BJ Walkerand William J Stanton., Marketing (Fourteenth Edition).McGraw Hill, 2007.
6. Neelamegham, S., Marketing in India: Text and Cases (4/e). Vikas Publishing House, 2012.
7. Panda, Tapan K., Marketing Management: Text and Cases Indian Context. Excel Books India, 2009.

HUMAN RESOURCE MANAGEMENT

Introduction

This subject provides participants a synthesized framework of Human Resources theory & practice and will impart practical insights into HR Practices in Organizations. It will help the learner to align HR Systems with the Strategic Business Objectives of a Firm.

Learning Outcomes

1. To be able to apply the different concepts and processes of Human Resource Management based on their core theoretical knowledge
2. To have the ability to outline the nature and sources of conflict and explain the strategies for conflict resolution.
3. To be able to design Job Descriptions and Job Specifications as per the given information.
4. The students will be able to evaluate the need and formulate appropriate processes for recruitment, selection and training

Course outline

Module 1 Introduction to Human Resources Management

Introduction to Human Resource Management-Importance-Scope and Objectives. Evolution. Line and Staff aspects of HRM, Line managers; Duties of Human Resources Managers- Human capital management.

Module 2 Job Analysis

Job analysis: Methods for collecting Job Analysis Information, Human Resource Planning and Recruiting: The Recruitment and Selection process- Planning and Forecasting, Internal and External sources of candidates, Writing Job Description& Job Specification, Managing HR in challenging times- Testing and Selection: Basic testing concepts, Types of Tests. Interview: Process and Types, Guidelines for Interviews.

Module 3 Training & Performance Management

Orientation, Training Process, Training Needs Analysis, Training Techniques- On -the-Job & Off- the -Job Training Methods, OJT Process, Training Evaluation. Management Development Programs: Case Study and other Modern Training Methods. Performance

Management & Appraisal: Process and Techniques. Career Planning and Management Concepts. Employee Re- skilling techniques.

Module 4 Compensation

Establishing Pay Rates: Steps, Job Evaluation –Wage and Salary administration- Steps and factors affecting, Incentives Benefits and services: Statutory Benefits - Non-statutory Benefits - Insurance Benefits -Retirement Benefits, Flexible Benefits Programs. ESOPs, QWL.

Module 5 Industrial Relations & Trends in HR

Industrial relations: Significance, Objectives, Approaches. Industrial Disputes- Causes, Forms, Preventive Machinery. Collective Bargaining: Basic Concepts. Long term settlements: Cases in India. Trade unions: Definition, Objectives, Functions Social Security in India, Employee welfare, Grievance Handling and Discipline-Sources and forms of Grievances -Grievance Procedure, Disciplinary Procedure. Participative Decision making process – Role of quality circle in TQM. Strategic Human Resources Management, Strategic HRM tools. An over view of HR Analytics. Legal aspects of HRM

Pedagogical tools

Lecture, work, Dissertation, Case Study

Intended Skill-sets from the Course

Employability

Recommended Books:

1. Gary Dessler & BijuVarkkey, Human Resource Management, Pearson.
2. VSP Rao, Human Resource Management: Text and cases, Excel Books, New Delhi.
3. Mizra S. Saiyadain, Human Resources Management, 4th Ed, Tata McGraw Hill.
4. K. Aswathappa, Human Resource & Personnel Management – Tata McGraw Hill
5. Raymond Noe, Employee Training and Development, Tata McGraw Hill.

OPERATIONS MANAGEMENT

Introduction

Operations management is an area of management concerned with designing and controlling the process of production and redesigning business operations in the production of goods or services. It helps in understanding the best practices to attain the highest level of efficiency within an organisation.

Learning Outcomes

1. Students will be able to understand the basic concepts of production management
2. Students will be able to compare and analyse the layouts and manufacturing systems of an organisation
3. Students will be able to apply the production and operations planning concepts learning through problem solving
4. Students will be able to create a supply chain management which can be used in manufacturing firms

Course Outline

Module 1 Introduction to Production & Operations Function

Introduction to Production and Operations Functions – Scope of Production and Operations Management – Interaction of Operations Management with other functional areas of Management Manufacturing and Non-Manufacturing operations and their Classifications – Operations Strategy: Elements of Operations Strategy – 5Ps of Operations.

Module 2 Production & Operations Planning, Manufacturing System, Layout

Production & Operations Planning and Control, Role of Production Planning & Control in Operations Management – Plant Location & Layout: Steps in location selection – Factors influencing Layout – Principles of Layout - Layouts by Products and Process – Hybrid Layout – Design of Operations Systems: Aggregate planning and Master Scheduling, MRP, CRP. Line Balancing & Sequencing – Capacity Planning

Module 3 Materials Management & Vendor Management

Material Handling: Material Handling Principles – Types – Selection & Design of Material Handling System. Materials Management – Functions – Material planning and Budgeting – Value Analysis – Purchase functions and Procedure - Inventory control – Types of Inventory – Safety stock – Inventory Control Systems – Economic Order Quantity (EOQ) – Perpetual –

Periodic – Just In Time (JIT) – Managing Vendors; Vendor Analysis, Rating and Selection – Procedure and Criteria.

Module 4 Work Study & Maintenance

Work study, Time and Method study: Definition – Importance – Aims and Procedures – Implications on Productivity – Work measurement – Work sampling – Work environment – Industrial safety – Value analysis. Basics of Maintenance Management – Maintenance Decisions

Module 5 Supply Chain Management & Lean Systems

Supply Chain Management –Concept of Supply chain, Stages and flows in Supply chain, Terminology in Supply chain management –Supply chain disruption- Bull Whip effect. Lean Systems – Basic understanding about Lean concepts- Pull and Push systems, Jidoka, Poke-Yoke, 5S, Total Preventive Maintenance (TPM), Toyota Production System, Kanban System.

Pedagogical tools

Lecture, Case Studies, Videos

Intended Skill-sets from the Course

Managerial Skills

Recommended Books:

1. Lee J. Krajewski et al, Operations Management, Process and Supply chains. 11th Edition Pearson India Education Services Ltd. India
2. Russel& Taylor, Wiley, Management, Quality and Competitiveness in a Global Environment, Fifth Edition, India Edition
3. BuffaSarin, Wiley, Modern Production and Operations Management, India Edition
4. KanishkaBedi, Production and Operations Management, Oxford University Press.
5. Aswathappa K and ShridharaBhat K, Production and Operations Management, Himalaya Publishing House, Revised Second Edition, 2008.
6. Pannerselvam R, Production and Operations Management, Prentice Hall India, Second Edition, 2008.
7. Mahadevan B, Operations Management Theory and Practice, Pearson Education, 2007.

OPERATIONS RESEARCH

Introduction

The subject's intent is to familiarize the participants with the scope and applications of Operations Research in Managerial decision making. This subject will impart basic insights to students about use of various Scientific Tools and Models in OR for Business Analysis and will provide basic insights into Decision Science and Decision Environment.

Learning Outcomes

1. Understand and apply theories and concepts of Operations Research and Models in OR
2. Develop an insight of Transportation and Assignment Problems and Demonstrate in real time projects as how to interpret the data set
3. Evaluate the effectiveness of different Network Analysis Techniques, for a given data set and choose the best.
4. Apply the concepts of Game Theory to find solutions to business as well as day to day scenarios

Course Outline

Module 1

Introduction to Operations Research, Concept of Optimization, Decision making through Operations Research, Models and Modeling in OR, General methods for solving OR models, Application and Scope of OR – Basic OR models.

Module 2

Linear programming- Formulation of LPP, Graphical method, Simplex method, Maximization problems – Minimization problems, Problems involving artificial variables. Concepts of- Duality, Sensitivity analysis, Degeneracy in LPP. Integer Programming Problems, Gomory's cutting plane algorithm, Introduction to Branch and Bound Techniques (Theoretical aspects only)

Module 3

Transportation problems: Formulation, Methods of finding initial solution (North West Corner Rule, Least Cost Method and Vogel's Approximation Method), Test for optimality

(MODI Method), Unbalanced Transportation Problems, Maximization Transportation Problems. Assignment Problems: Formulation, Methods of solution, Hungarian method, Unbalanced problems, Maximization problems

Module 4

Network Analysis: CPM and PERT-Time estimation-Critical Path, Basic Concepts of Crashing. Replacement Problems: Replacement of assets that deteriorate with time, Replacement of assets that fail completely.

Module 5

Decision theory: Concepts of decision making, Decision making environments, Decision making under uncertainty, Decision making under risk, Decision tree analysis, Sensitivity Analysis – Game Theory: Concept of game, Two-person zero-sum game; N Person Game, Pure and Mixed Strategy Games, Saddle Point, Probability Method-Dominance Method and Linear Programming Method for solving Mixed Strategy Game.

Pedagogical tools

Lecture, Field work, Dissertation, Case Study

Intended Skill-sets from the Course

Entrepreneurial

Recommended Books:

1. Sharma, J K. Operations Research: Theory and Applications (5/e). New Delhi: Laxmi Publications, 2013.
2. Taha, Hamdy A. Operations Research: An Introduction (9/e). Prentice Hall, 2010.
3. Ravindran, A and Don T Phillips. Operations Research: Principles and Practice. John Wiley & Sons, 1987.
4. Vohra, N D. Quantitative Techniques for Management. Tata McGraw Hill Education, 2015

MANAGEMENT INFORMATION SYSTEM AND CYBER SECURITY

Introduction

This subject helps the student to understand the Importance of Information System in Business and familiarize them with the Information Technologies and Methods used for effective Decision making in an organization. It also helps them to understand the security and ethical issues in Information systems.

Learning Outcomes

1. Students would be able to explain and apply the functions, roles and components of information systems in different situations.
2. Student would be able to analyze how information technology impacts a firm
3. Students would be able to critically evaluate the strategic role of information systems in organizations.
4. Students would demonstrate the ability to describe the fundamental concepts of cyber security.

Course Outline

Module 1 Foundation to Information System

Basics - Data, Information, Information Technology- basic functions, Information System Roles of information systems, System concept and Organization as a system – Components of Information Systems and IS activities, Emergence of Digital Firm, Types of IS

Module 2 Information System in Business

Business Information systems – Marketing Information System, Financial Information System, Manufacturing Information System, Human resource Information System, Transaction Processing System, Office automation system, KWS and GIS, ERP

Module 3 Management & Decision Support System

Decision Support Systems – Types – Web based DSS – GDSS, Management Information Systems MIS Implementation. Expert systems – Knowledge based expert systems and Executive Information Systems – Artificial Intelligence Technologies –Data Mining and Data Warehousing

Module 4 Strategic Role of Information System

Strategic Uses of Information Technology –IT in the value chain –Business change models

Business Process Re-engineering (BPR) – BPR versus continuous improvement – Seeking and gaining competitive advantage – Drivers of IT investments – Measuring the value of IT investments – Justifying IT investments – Challenges of Strategic Information System – Enterprise wide systems E- Business Applications and E-governance

Module 5 Cyber Security

Securing Information Systems – System vulnerability and abuse – Wireless security challenges – malicious software – hackers and cyber vandalism – computer crime and cyber terrorism. Business values and ethics of security and control – Firewalls – Intrusion – Detection systems – Anti-virus software. Securing wireless networks – Encryption and public key infrastructure – ensuring system availability. Security issues for cloud computing and the mobile digital platform.

Pedagogical tools

Lecture, Case Study, Video

Intended Skill-sets from the Course

Employability

Recommended Books:

1. James A O'Brien, George M Marakas and Ramesh Behl, Management Information Systems, Ninth edition, Tata McGraw Hill Education Private Ltd, 2012
2. Kenneth C. Laudon and Jane Price Laudon, Management Information Systems – Managing the digital firm, PHI Learning / Pearson Education, PHI, Asia, 2012.
3. Robert Schultheis and Mary Summer, Management Information Systems – The Managers View, Tata McGraw Hill, 2008.
4. Rahul de, MIS in Business, Government and Society, Wiley India Pvt Ltd, 2012
5. Gordon Davis, Management Information System: Conceptual Foundations, Structure and Development, Tata McGraw Hill, 21st Reprint 2008.
6. Haag, Cummings and McCubrey, Management Information Systems for the Information Age, McGraw Hill, 2005. 9th edition, 2013

RESEARCH METHODOLOGY

Introduction

The course is intended to prepare the students for projects through providing basic aspects of Research Methodology and to make them familiar with different phases of Research. This course will also equip the participants basic insights into Data Analysis and Report Writing

Learning Outcomes

1. Analyse and comprehend the types of Research Design
2. Develop an insight on Different Sampling Techniques and Demonstrate in real time projects as which technique to use
3. Evaluate the effectiveness of different Scales of measurements for a given data set and choose the best.
4. Apply the steps of research to do a minor research work and thereby compile a research report

Course Outline

Module 1 Introduction to Research

Research – Meaning - Definitions – Characteristics – Nature & Scope of Research – Types of research – Research Approaches: Quantitative Vs Qualitative – Research Process – Problem Formulation: Steps – Value & Cost of Information – Preparation and Contents of Business Research Proposal – Application of Research in Business: An overview – Ethics in Business Research

Module 2 Research Design

Definition – Features of a good Research design – Contents of Research Design –Types of Research Designs: Exploratory Research – Features – Methods of Exploratory Research: Literature Search – Focus Group Discussion & Expert Opinion Method – Comprehensive Case Method. Descriptive Research: Types of descriptive research – Cross sectional studies and longitudinal studies

Module 3 Sampling & Data Collection

Statistical Population – Sample – Sampling Frame – Characteristics of good sample design – Determination of Sample Size – Probability Vs Non-Probability Sampling Techniques –

Sampling Error. Data Collection: Primary & Secondary Sources – Primary data collection methods: Observation Method – Types of Observation. Interview Method – Types of Interview. Qualitative Data Collection Methods: Case Study Method & Content Analysis – Reliability and Content Validity of Research instruments

Module 4 Measurement Scales & Data Analysis

Measurement Scales: Basic measurement scales – Nominal, Ordinal, Interval, & Ratio Scales – Attitude measurement. Preparation of data – Editing, coding, classification, tabulation, validation of data. Formulation of Hypotheses – Parametric & Non-Parametric Tests – Basics of Multivariate Analysis – Factor Analysis & Discriminant Analysis (Theory) – Use of Statistical Software in Business Research

Module 5 Research Report Writing

Research reports - Different types of reports – Different formats of research reports – Use of information technology in research – Research Citation – Citation styles – Oral presentations of reports. Research applications in functional areas of management

Pedagogical tools

Lecture, Field work, Dissertation, Case Study

Intended Skill-sets from the Course

Managerial Skill

Recommended Books:

1. Kothari C.R, Research Methodology: Methods and Techniques, New Age International Publishers
2. Cooper and Schindler, Business Research Methods, 12th Ed. Tata McGraw Hill
Krishnakumar K.N., SivakumarAppalyer, Mathirajan M., Management Research Methodology, – Pearson Education
3. PaneerSelvam, Research Methodology, Prentice Hall India
4. Naresh K Malhotra – Marketing Research: An Applied Orientation, Pearson Education, New Delhi.

ENTREPRENEURSHIP MANAGEMENT

Introduction

This course will help the students to have a basic understanding about the role of small business in an economy and on how to start an entrepreneurial venture.

Learning Outcomes

1. Understand the process of entrepreneurship and the institutional facilities available to an entrepreneur in India
2. Develop critical thinking and innovative business idea
3. Understand and apply techniques to develop a start up

Course Outline

Module 1: Introduction to Entrepreneurship

Entrepreneur and Entrepreneurship; Characteristics of Entrepreneurs – Entrepreneurial Competencies – Creativity, Problem Solving, Decision Making, Communication, Leadership, Self-Analysis, Personal Efficacy, Culture & Values, Risk Taking Behaviour, Technology Backup; Types of Entrepreneurs; Role of Entrepreneur in Economic Development; Factors Affecting Entrepreneurial Growth in India, Social Entrepreneurship.

Module 2: Entrepreneurial Process

Steps in Entrepreneurial Process – Deciding, Developing, Moving, Managing, Recognizing; Identification of Business Opportunities for Small Business - Project Ideas, Screening of Project Ideas; Environment Scanning and Opportunity Analysis; Technical Analysis; Entry Strategies – New Product, Franchising, Partial Momentum, Sponsorship & Acquisition; Intellectual Property – Creation & Protection

Module 3: Small Enterprises and Enterprise Launching

Meaning of Small Scale – Rationale, Objective & Scope of SMEs – Role of SMEs in Economic Development of India – An overview of Women Entrepreneurship in India – Problems & Prospects; SME – Floating of SMEs – Registration – NOC from Pollution Board – Machinery & Equipment Selection; Methods of Project Appraisal – Economic Viability and Market Feasibility; Requirement of Financial Institutions – Projected Financial Statement Preparation

Module 4: Role of support institutions for SMEs

Government Policies for Small Scale Industries (SSIs); Role of DICs, SFCs, SIDBI, Entrepreneurship Development Institutes (EDIs); Khadi and Village Industries Corporation / Board; Critical Appraisal of Support Institutions & Govt. Policies

Module 5: Entrepreneurship

Case Studies – Successful & Unsuccessful Entrepreneurs; Start-Ups, Key Variables explaining Success / Failures; Other Financing Avenues for Start-Ups – Financial Institutions, Angel Investors, Venture Capitalists, accelerator programs etc.; Discussion on Future of SMEs in India.

Pedagogical tools

Lecture, Presentations, Case study, Co-Teaching, Videos.

Intended Skill-sets from the Course

Entrepreneurial Skills

Recommended Books:

1. R. Gopal, Pradip Manjrekar -Entrepreneurship & Innovation Management – Abe Books
2. Desai, Vasant – Entrepreneurship Management: Passion, Works, Wonders, Himalaya Publishing House

MASTERS IN BUSINESS ADMINISTRATION SEMESTER – III

CORE SUBJECTS

BUSINESS ANALYTICS

Introduction

This course will help a student to understand what Business Analytics is, why it is used, and by whom, the key concepts of Business Analytics and its Practical Application in Decision Making and helps them to apply relevant Analytics tools and techniques to solve real world Business Problems .

Learning Outcomes

1. To understand and apply the key concepts of business analytics in specific situations.
2. To develop understanding in data science and master technology trends of Bit Coin, Big Data, Cloud computing and Artificial Intelligence
3. The student would be able to compare and contrast between the different facets of Business Analytics.
4. A student would be able to apply his knowledge of different analytical techniques to real world business problems

Course Outline

Module 1 Introduction to Business Analytics

Business Analytics – Meaning & Evolution – Definitions – Characteristics – Types of Analytics Emergence of Business Analytics as a Competitive Strategy – Concept of Big Data – Characteristics of Big data – Applications of Big data in management – Data Visualisation – Concept of Big Coin

Module 2 Analytics Domains & Cloud Computing

Applications of Business Analytics: Financial Services Analytics – Marketing Analytics – Pricing Analytics – Retail Sales Analytics – Supply Chain Analytics – HR Analytics – Talent Analytics (Theoretical overview only). Cloud Computing – Meaning and Basic Concepts

Module 3 Descriptive Statistics & Artificial Intelligence

Measures of Central Tendency – Measures of Dispersion – Karl Pearson & Spearman's Correlation – Simple & Multiple Regression Analysis. Artificial Intelligence (AI) – Concept – Basic Applications – Limitations of Artificial Intelligence – Potential Risk of AI

Module 4 Decision Theory

Introduction – Steps of decision making process – types of decision-making environments – Decision-making under uncertainty – Decision-making under Risk – Decision tree analysis (only theory). Design of Experiments: Introduction – Simple comparative experiments – Single factor Experiments – Introduction to factorial designs

Module 5 Analytical Techniques

Cluster Analysis: Introduction – Visualization techniques – Principal components – Multidimensional scaling – Hierarchical clustering – Optimization technique – Factor Analysis: Introduction – Exploratory factor analysis – Confirmatory factor analysis
Discriminant Analysis: Introduction – Linear Discriminant analysis (Basic concepts only)

Pedagogical tools

Lecture, Case Study, Videos

Intended Skill-sets from the Course

Employability

Recommended Books:

1. James R. Evans, Business Analytics: Methods, Models & Decisions, first edition, Prentice Hall
2. PurbaHaladyRao, Business Analytics: An Application Focus, PHI Learning
3. Gupta, S.C., Fundamentals of Statistics, Himalaya Publishing House

BUSINESS ETHICS & CORPORATE GOVERNANCE

Introduction

Business ethics and corporate governance introduce students to the world of good practices in business, a reflection of the standard of business that either an individual or business uses when conducting transactions. Business ethics are important because they add a line of defense to protect the company, enable company growth, save money and allow people to avoid certain legal implications.

Learning Outcomes

1. Understand and apply the conceptual and theoretical frame of business ethics
2. Explore and discuss the and importance of advocating ethical practices in business
3. Learn to frame and design ethical code of conduct.
4. Mediate and explore the challenge in addressing ethical dilemma and ethical issues in business

Course Outline

Module 1 Introduction to Ethics

Ethics and morality – Ethics and law – Business Ethics – Concepts – Importance and benefits – Ethical theories – Values & Value based Management – A brief study on the relevance of Karmic effect

Module 2 Ethical Aspects

Ethical leadership – Ethical Decision Making – Ethics and Cultural issues – Ethical Dilemma – Ethical Displacement

Module 3 Ethics in Functional Areas

Ethical issues in Finance – Ethical issues in Marketing – Ethical issues in HR – Ethical Issues in Operations – Ethics in Information Technology – Trans-cultural issues

Module 4 Corporate Governance

International Commission and Committees on Corporate Governance – Corporate Governance initiatives in India – Various Committees and Commissions – Corporate Governance Theories and Models – Corporate Disclosure

Module 5 Corporate Social Responsibility

Corporate Social Responsibility & its Significance in Business – Concept of Social Audit

&its Relevance – Whistle blowing – Privacy Trade Secrets – IP rights – Scams & Scandals in Corporate Governance: Case Studies

Pedagogical tools

Lecture, Case Study, Videos

Intended Skill-sets from the Course

Knowledge of Good business practices for sustainable growth and development

Recommended Books:

1. ManishaPaliwal – Business Ethics, New Age International Press, New Delhi.
2. Patyrick J. A. & Quinn J. F. – Management Ethics, Response Publishing, New Delhi.
3. Sherlekar – Ethics in Management, Himalaya Publishing, New Delhi.

MASTERS IN BUSINESS ADMINISTRATION SEMESTER – IV
CORE SUBJECTS

STRATEGIC MANAGEMENT

Introduction

Strategic management is a cross functional subject which equip the students to understand the need to envision business from a wholistic perspective and how the cascading of different levels of strategies creates synergy in achieving the vision of the enterprise. The course enables students to effectively develop and implement corporate, business and operational level strategies based on realistic objectives.

Learning Outcomes

1. Enable the students to develop skills for applying Strategic Management concepts to the solution of business problems
2. Enable the students to understand and evaluate traditional and contemporary analytical tools of Strategic Management
3. Develop skills for applying the concepts to the solution of business problem
4. To understand and apply the theoretical perspective and concepts in the field of Strategic Management

Course Outline

Module 1 Introduction to Strategic Management

Introduction to Strategy – Concept of Strategy -Strategic Management Process –Vision & Mission – Characteristics of good mission statements - Objectives and Goals – 7S Framework – External Environmental Analysis –Macro Environment and Industry Analysis – Porter’s Five Forces Analysis –Internal Analysis - SWOT Analysis –Resource Based View – Value Chain Analysis - Strategic Analysis

Module 2 Types of Strategies

Levels of Strategy – Business level strategies – Generic Strategies - Cost leadership – Differentiation – Focus – Corporate level strategies- Stability strategies, Expansion strategies – Intensification, Integration, Diversification strategies – Mergers, Acquisitions, Strategic Alliances, Turnaround, Divestment and Liquidation Strategies – Strategies for Stable and Dynamic markets – Global strategies – Functional Strategies

Module 3 Strategy Implementation and Control

Strategy Implementation – Resource Allocation – Leadership in Strategic Management – Strategy, Structure and Organisation Culture – Strategies for Managing Change – Portfolio

Analysis – BCG Matrix, GEC Model, Product-Market Evolution Matrix, TOWS Matrix, etc,
Review & Strategic Control - Evaluation Strategy – Use of Balanced Score Card - Controls –
Premise, Surveillance, Implementation and Strategic Alert Control

Module 4 Corporate Management and Governance

Corporate Management and Corporate Governance – Role and Functions of Board of Directors - Role and Skills of Top Management – Innovation and Creativity – Innovation Culture – Learning Organization – Corporate Social Responsibility – Sustainability and Strategic Management – Integrating Social & Environmental Sustainability issues in Strategic Management – Triple Bottom Line

Module 5 Recent Developments in Strategic Management

Core Competence as the Root of Competitive Advantage – Blue Ocean Strategy – Difference between Blue Ocean & Red Ocean – Strategy Canvas, Value Curve & Four Actions Framework

– New Business Models for Digital Economy – Ecommerce Business Models – Strategies for Small and Medium Enterprises – Strategies for Non Profit Organisations

Pedagogical tools

Lecture, Case study, Videos.

Intended Skill-sets from the Course

Strategic thinking skill

Recommended Books:

1. Hill, Charles W.L. and R. Jones, Gareth – Strategic management: An integrated Approach, Cengage
2. Azhar Kazmi, Strategic Management – Tata McGraw Hill
3. Srinivasan R – Strategic Management: The Indian Context, Prentice Hall of India
4. Srivastava RM – Strategic Management: Concepts, Skills and Practices, Prentice Hall of India.
5. Mason Carpenter, Gerard Sanders, Prashant Salwan – Concepts and Cases Strategic Management: A Dynamic Perspective, Pearson Education, India

MASTERS IN BUSINESS ADMINISTRATION SEMESTER – IV
ELECTIVE SUBJECTS

FINANCE ELECTIVES

Course Code	Elective Course	Semester
PMF3CST0121	Security Analysis and Portfolio Management	S3
PMF3CST0221	Bank Management	S3
PMF3CST0321	Cost and Management Accounting	S3
PMF3CST0421	Corporate Restructuring	S3
PMF3CST0521	Financial Derivatives	S3
PMF4CST0121	Management of Financial Services	S4
PMF4CST0221	Risk Management and Insurance Services	S4
PMF4CST0321	International Finance & Forex Management	S4
PMF4CST0421	Corporate Taxation	S4
PMF4CST0521	Rural Economy & Micro Finance	S4

SECURITY ANALYSIS AND PORTFOLIO MANAGEMENT

Introduction

This course focuses on common stock, the stock market, stock options, and approaches to investing in the stock market and building stock portfolios. Particular emphasis is given to three competing approaches to stock investment: fundamental analysis, technical analysis and efficient market analysis. Students are introduced to portfolio theory and study various methods of modeling the risk associated with stock investment such as the capital asset pricing model and arbitrage pricing theory.

Learning Outcomes

1. The student will be able to understand and compare the concepts of stock market and trading practices from a global perspective.
2. The student will be able to evaluate the current economic situation taking into account all the various global and domestic aspects
3. The student will be able to Analyze the price movements and identify patterns from the same
4. The student will be able to create an optimal portfolio using models like the Sharpe index Model

Course Outline

Module 1

Investments. Concepts, types of investments, Objectives of investments, types of investors. Types of investors – Speculation, gambling – security and non security form of investments – source of information for investments- Investment instruments.

Module 2

Stock markets – Financial markets – Primary and Secondary Markets – Trading and settlement process in stock markets- BSE and NSE – On line trading – Dematerialization – Depository services

Module 3

Risk and return Risks - factors contributing to risks – types of risks- risk and risk aversion – Behaviour of risks market prices – Measurement of risks – Capital Asset Pricing Model (CAPM)

Module 4

Security Analysis - Fundamental, technical, Industry , Company, analysis – Theories – Dow theory, Elliot wave theory , Random walk theory

Module 5

Portfolio Analysis –Theories , Markowitz theory – Efficient frontier, Sharpe single index, Multi index models – Portfolio performance evaluation – Sharp and Treynor and Jensen's measure – Portfolio strategy

Pedagogical tools

Lecture, Presentations, Case study, Videos.

Intended Skill-sets from the Course

Employability skills

Recommended Books:

1. Francis J.C. – Investment Analysis and Management, McGraw-Hill, New York.
2. Prasanna Chaandra – Investment Analysis and Portfolio Management, Tata McGraw Hill,
3. Avadhani, V.A. – Securities Analysis and Portfolio Management, Himalaya Publishing House, Mumbai
4. Kevin S. – Portfolio Management, Prentice Hall India Publishing, New Delhi
5. Bhalla V.K. – Investment Management, S.Chand & Co., New Delhi
6. Markowitz, Harry – Portfolio Selection, Journal of Finance

BANK MANAGEMENT

Introduction

This course is an introduction to the modern theory of banking and financial intermediation. Despite their long history and importance, banks do not easily fit into the models that economists typically use. We will examine different modeling approaches, with an emphasis on models based on asymmetric information. We will also study theories of financial instability and regulatory response to instability.

Learning Outcomes

1. Students will be able to understand and analyse the stages of development of the banking system in other countries too.
2. Students will be able to analyse the functions of various commercial banks
3. Students will be able to compare the application of technology in various banking systems
4. Students will be able to evaluate the performance of banks based on profitability analysis, balance score card, NPA etc

Course Outline

Module 1

Overview of Banking System in India: Evolution of banks – Structure of Banking in India – Whole sale banking – Retail banking – Fund based and Non Fund Based Income – Ancillary Services – Agency Services – Credit Creation – Priority Sector Lending – Regulatory Provisions governing Banks, Important Provisions of Banking Regulation Act and RBI Act.

Module 2

Functions of Commercial Banks- Agency Services – General utility services-Credit Creation-Banker – Customer Relationship-Bankers as a Trustee & an Agent-Appropriation of Payment- Right of Lien &Set off–Garnishee Order-Law of Limitation.

Module 3

Technology in bank operation: Bank computerization, Banking Software, Core Banking – Opportunities and Challenges, Any Where Banking, ATM, Cashless Banking – Tele Banking, SMS Banking, Internet Banking and Mobile Banking, ECS, CTS Cheque , Plastic Money, Remittance Facilities & Clearing System, Fund Transfer – NEFT/RTGS/SWIFT.

Module 4

Evaluating Banking Performance – ROE Model – CAMEL Rating-GAAP Probability Analysis- Balance Score Card-Asset Liability Management- Non Performing Assests (NPA) – BASEL Norms. CIBIL Rating, Know Your Customer (KYC) Norms and Anti Money Laundering Act.

Module 5

Recent trends in Indian Banking Sector: Financial inclusion- Branchless banking, Universal Banking, Small Finance Banks and Payment Banks, White Label ATM, Fee Based Income - Banking: changing dynamics in banking industry - E wallet

Pedagogical tools

Lecture, Presentations, Case study, Videos.

Intended Skill-sets from the Course

After taking this course, the student will be familiar with the concepts underlying modern banking systems.

Recommended Books:

1. Gorden E and Natarajan K – Banking Theory, Law and Practice, Himalaya Publishing House.
2. IIBF, Central Banking, McMillan Publishers.
3. Indian Institute of Banking & Finance – Principles and Practice of Banking, McMillan Publishers, New Delhi.
4. Kaptan S. S & Choubey N.S. – Indian Banking in Electronic Era, Sarup & Sons Publishers (2003).
5. Muraleedharan D. – Modern Banking: Theory and Practice, PHI Learning Pvt. Ltd.
6. Shekhar K C & LekshmyShekar –Banking Theory and Practice, Vikas Publication House, New Delhi.

COST AND MANAGEMENT ACCOUNTING

Course Outline

Module 1

Introduction to Cost Accounting: Nature and Scope of Cost Accounting - Meaning of Cost Accounting and Cost Accountancy - Objectives of Cost Accounting - Advantages and Limitations of Cost Accounting - Distinction between Financial Accounting, Cost Accounting and Management Accounting.

Module 2

Costing for Management: Costing as an aid to Management – Principles of Cost Accounting - Characteristics of an Ideal Costing System - Methods of Costing – Types of Costing - Elements of Cost – Cost Sheet or Statement of Cost.

Module 3

Marginal costing and Absorption costing: Meaning, Advantages and Limitations of Absorption Costing - Meaning and Features of Marginal Costing – Cost Volume Profit Analysis – Management uses of Break Even Analysis.

Module 4

Standard Costing: Meaning and uses of Standard Cost - Procedures of setting Standards - Variance Analysis - One way and Two way Analysis of Variance - Overall Cost Variance - Material Variance, Labour Variance, Overhead Variance, Material Price Variance, Material Usage Variance, Material Yield Variance, Material Mix Variance, Labour Cost and Time Variance, Labour Mix and Yield Variance, Overhead Volume and Expenditure Variance.

Module 5

Budgetary Control: Meaning and Need for Budgets - Budget, Budgeting and Budgetary Control

- Objectives of Budgetary Control - Budgetary Control and Accounting - Preliminaries of Budgetary Control - Budget Manual - Different types of Budgets: Fixed Budget, Flexible Budget , Cash Budget, Sales Budget - Advantages and Limitations of Budgetary Control.

Recommended Books:

1. Maheswari S N & Mittal, Advanced cost accounting
2. Arora M N, Cost and management accounting, Himalayan publications
3. Prasad N K, Advanced cost accounting.
4. Maheswari S N, Cost and management accounting,

CORPORATE RESTRUCTURING

Course Outline

Module 1

Corporate Restructuring – Meaning, Need, Objective, Types of Restructuring – Mergers, Acquisitions and Takeovers – Causes – Theories of Merger.

Module 2

Mergers and Acquisitions – Legal, Procedural, Economic, Accounting, Taxation and Financial aspects of Mergers and Acquisitions – Interests of small investors. Amalgamation of Banking companies and Government Companies – Concept of Corporate demerger and Reverse Merger

– Modes of Demerger.

Module 3

Takeovers: Meaning and Concept, Types, Legal aspects – Bail out Takeovers, Takeover of Sick Units– Takeover Defences – Cross border Takeovers - Funding of Merger and Takeover.

Module 4

Regulatory frame work for Mergers and Acquisitions: Indian Companies Act 1956, Competition Act 2002, Income tax Act 1961, SEBI (substantial Acquisition of shares and Takeovers) Regulations 2011.

Module 5

Post Merger Integration – Success factors for Post Merger Integration, Ingredients of Integration, Timing and speed of Integration, Challenges in Integration – Steps for Successful Integration.

Recommended Books:

1. Rajesh Kumar B, Mergers and Acquisitions, Tata McGraw Hill Education Pvt. Ltd, New Delhi, 2002
2. Jay M. Desai and Nisarg A. Joshi, Mergers and Acquisitions, Bizantra, New Delhi 2012
3. Sharma L.M., Amalgamaion, Mergers,Takeovers, Acquisitions – Principles &

Practices & Regulatory Frame work: Company Law Journal, New Delhi

4. Verma J.C., Corporate Mergers, Amalgamations & Takeovers, Bharat Publishing House, New Delhi
5. Patrick A. Gaughan, Mergers, Acquisitions and Corporate Restructurings, Fifth Edition, Wiley India 2011
6. Sridharan & Pandian, Guide to takeovers & Mergers, Wadhwa and Company Law Publisher, Nagpur

FINANCIAL DERIVATIVES

Introduction

The course defines the main kind of derivatives, shows how they are used to achieve various hedging and speculating objectives, introduces a framework for pricing derivatives, and studies several applications of derivative-pricing techniques outside derivative markets.

Learning Outcomes

1. The students would be able to understand and differentiate between financial derivative instruments
2. The students will be able to critically examine the difference between Forward and futures markets.
3. The students would demonstrate the ability to determine option prices using Black Scholes and Binomial models.
4. The Students will be able to apply the mechanism of swap markets from an international perspective.

Course Outline

Module 1 –Introduction to Derivatives

Introduction – Meaning of Derivatives evolution of Derivatives – Origin of Derivatives Trading Significance and limitations of Derivatives – Derivatives trading in India – Derivatives in Indian context – Trading Infrastructure.

Module 2 Basics of Forwards

Introduction –Advantages and limitations of forward contracts – Determination of Forward Prices – Simple Interest Method – Continuous Compounding – Currency Forwards.

Module 3–Fundamentals of Financial Futures

Future contracts – Features – Uses of futures – Long and short position – Stock Futures and Index Futures – Interest Rate Futures - Currency futures – Designing future contracts – Hedging positions in futures.

Module 4 – Basics of Options

Option terminology- Basic properties of Options – Stock Index and Currency Options – Exotic Options – Binomial option pricing – Black – Scholes Model of pricing.

Module 5 - Swaps

Fundamentals for Swaps – Financial Swaps – Meaning – Importance – Types of Financial Swaps Accounting and administration of Derivatives – Regulation of Derivatives.

Pedagogical tools

Lecture, Presentations, Case study, Videos.

Intended Skill-sets from the Course

Employability skills

Recommended Books

1. Kevin S – “Commodity and Financial Derivatives “- PHI Learning (P)Ltd.
2. Kumar SSS – Financial derivatives, PHI Learning (P) Ltd. – New Delhi
3. John C Hull – Fundamentals of Futures and Options Market, Pearson Education

MANAGEMENT OF FINANCIAL SERVICES

Introduction

The objective of this course is to familiarise the students with the nature and scope of various types of financial services and to understand the regulatory environment in which they are undertaken. The course content includes a study of the financial markets, financial intermediation and different financial services.

Learning Outcomes

1. The student will be able to evaluate financial products and strategies offered by financial services institutions
2. The student will be able to compare and contrast the performance of private and public sector commercial banks
3. The student will be able to examine the role played by insurance and pension funds
4. The student will be able to evaluate and create strategies to promote financial products and services

Course Outline

Module-1 Basic Theoretical Framework

The financial system and its technology; The factors affecting the stability of the financial system; Development finance vs. Universal banking; Financial Intermediaries and Financial Innovation; RBI- Central Banking.

Module-2 Financial Institutions

Brief historical perspective of Financial Institutions – An update on the performance of IDBI, ICICI, IFCI and SFCs, LIC and GIC – The Banking Institutions: Commercial Banks – Public Vs Private sectors – Structure and comparative performance. The problems of competition; Interest rates, Spreads – Structure and NPAs. Bank capital- adequacy norms and Capital Market support.

Module-3 Non-banking Financial Institutions

Evolution, control by RBI and SEBI- A perspective on future role. Unit Trust of India and Mutual Funds, Reserve Bank of India Framework for/Regulation of Bank Credit, Commercial Paper: Features and advantages, Framework of Indian CP Market, effective

cost/interest yield.

Module-4 Insurance

The Economics of Insurance – Life Insurance; Reinsurance; Insurance Industry and its Regulation. Efficiency and the structure of the Insurance Industry; Pension Funds; Pension Plans **Module-5 Financial Services**

Asset/Fund based financial services – Lease Finance, Consumer Credit and Hire Purchase Finance, Factoring: Definition, Functions, Advantages, Evaluation and Forfeiting, Bills Discounting, Housing Finance, Venture Capital Financing. Fee-based/Advisory services: Stock Broking, Credit Rating.

Pedagogical tools

Lecture, Presentations, Case study, Videos.

Intended Skill-sets from the Course

Employability skills

Recommended Books:

1. Bhole L.M and JitendraMahakud, Financial Institutions and Markets: Structure, Growth and Innovations, Tata McGraw Hill Publication Limited, New Delhi.
2. Khan M.Y., Financial Service, Tata McGraw Hill Publication Limited, New Delhi.
3. Roshna Varghese &K. Sreeranganadhan, Corporate Disclosure by Indian Companies, Serals Publications, New Delhi.
4. Shanmugham R, Financial Services, Wiley India Pvt. Ltd., New Delhi, 2010.

RISK MANAGEMENT & INSURANCE SERVICES

Introduction

The course covers the risks that are faced by an individual or firm and the various methods for their treatment. Methods of treatment include, but are not limited to, insurance, loss prevention, suretyship, simple retention, and self-insurance. Topics include personal and business insurance.

Learning Outcomes

1. The student will be able to evaluate different types of risk and identify the differences that exist between them
2. The student will be able to connect the various types of risks in business with the appropriate risk management techniques
3. The student will be able to compare and contrast the functions performed by LIC and other insurers.
4. The student will be able to apply the insurance method to design a risk management program for a business

Course Outline

Module 1 Introduction to Risk Management

Introduction to Risk – Meaning of Risk and Uncertainty, Types of Risk- Sources of risk identification Risk Measurement. Risk Management Process- Objectives of risk management- importance of risk management in business organisation- overview of tools for risk management.

Module 2 Insurance Business

Concept of insurance, Need for insurance, Legal aspects of insurance contracts, Objectives of insurance contract- Structure of insurance industry- Property & liability coverage- Classification of policies- Annuity- Pension Fund- ULIP- Institutions for insurance & reinsurance.

Module 3 Life Insurance

Life insurance – Types of life insurance – Premium – Factors determining premium –Life Insurance Corporation of India, Other Life insurance companies. Actuaries- Actuarial science – Functions of actuaries – Property & liability coverage

Module 4 General Insurance

General insurance: Wealth insurance, Fire insurance, Marine insurance, Motor insurance, Theft insurance, Travel & other insurances. GIC & other General insurance providers.

Module 5 Indian Insurance Industry

Growth & Development of Indian insurance industry- Government Regulations in insurance sector. Insurance Act 1938 and IRDA – Globalization of Indian Insurance sector. Foreign Insurers India. Insurance and Tax planning. Recent trends in Insurance Business.

Pedagogical tools

Lecture, Presentations, Case study, Videos.

Intended Skill-sets from the Course

Employability Skills

Recommended Books:

1. Dr. P K Gupta: Insurance and Risk management, 1st Edition, Himalaya Publishing House
2. Risk Management & Insurance: Scott Harrington and Gregory Niehaus, Tata McGraw Hill, 2nd edition 2004
3. Risk management and insurance: Arthur C Williams and Richard M Heins: McGraw Hill
4. Prof. K S N Murthy & KVS Sharma: Modern law of Insurance in India, N M Tripathi (P) Ltd, Bombay

INTERNATIONAL FINANCE & FOREX MANAGEMENT

Module1 International Financial Environment & International Sources of Finance

International financial environment – Framework overview of international economic institutions Regional economic integrations, Bond financing – Loan financing – Securitized financing – Equity financing

Module 2 International Financial Market

Creation of Euro – Euro Currency Market – European Monetary System – Basic concept of International Monetary market – International money market instruments – Forex Market – Spot Market - Future & Option market – International Stock Markets and Bond Markets

Module 3 International Investment Decisions

International Investment Decisions - Foreign Direct Investment, International Portfolio Investment, International Capital Budgeting, Evaluation and Management of Political Risk. International Financing Decisions: Financial Choices for an MNC, Capital and Money Market Instruments.

Module 4 Forex Management

Origin and concept of Foreign Exchange – Difference between fixed and floating rate – Exchange rate movements – Factors influence exchange rate – Purchasing power parity – Real interest parity – parities conditions and managerial implication – Time sources forecasting model – International Fisher's effect

Module 5 Currency Derivatives

Forex transactions and derivatives instruments traded in Forex market such as Forward, Future, Swaps and Option (Currency Future market and Currency Options market)

Recommended Books:

1. Buckley Adrian Multinational finance – PHI, New Delhi
2. Shapiro A C, Multinational financial management – PHI, New Delhi
3. Levi D, Maurice, International finance – Routledge
4. Krugman Paul R, Obstfeld, Maurice and Melitz Marc, International economics – Pearson India

CORPORATE TAXATION

Course Outline

MODULE 1

Income Tax Act – Basic concepts and definitions; Income; Agricultural income; Assessee; Person; Average rate of tax; Assessment year; Previous year; Residential status; Residence and Incidence of Tax - Heads of Income.

MODULE 2

Computation of income under the head Profits and Gains from Business or Profession; Chargeability; Deductions expressly allowed; Expenses allowable under certain restrictions; Expenses expressly disallowed; Maintenance of Accounts; Compulsory audit of accounts; Computation of profits and gains; Problems on Computation of Income from Business or Profession.

MODULE 3

Computation of Total Income; Set off and carry forward of losses; Deductions from total income applicable to corporate assesses. Assessment of companies: Definition of Company; Indian Company; Domestic Company; Foreign Company; Obligation of companies; Computation of Taxable Income; Determination of tax liability

MODULE 4

Tax planning: Tax avoidance; Tax evasion; Tax management; Tax planning with reference to specific managerial decisions like make or buy decisions, own or lease decisions, Repair or Replace decisions and Shut Down or Continue Decisions.

MODULE 5

Tax planning with respect to managerial remuneration, mergers and acquisitions, Foreign Collaborations and Joint Ventures, Implications of avoidance of double taxation agreements.

Recommended Books:

1. Ahuja, G.K. and Gupta, Ravi: Systematic Approach to Income Tax, Bharat Law House, Allahabad 1999.
2. Singania, Vinod K.: Direct Taxes: Law and Practice, Taxman, Delhi 1991.
3. Prasad, Bhagavati: Direct Taxes: Law and Practice.
4. Sreenivas, E.A.: Handbook of Corporate Tax Planning, Tata McGraw Hill, New Delhi 1986.

RURAL ECONOMY & MICROFINANCE

Course Outline

Module 1

Features of Rural India - Economic, Demographic and social – Causes of rural poverty – Rural development policy of the Government since 1947 – Five year plans – Impact of economic reforms, demonetisation on rural Economy.

Module 2

Role of RBI and NABARD in the rural economy – Rural Financial services – Rural Credit Institutions – Role of Indigenous bankers – Role of information and communication technologies Role of Grameen banks, scheduled banks – rural lending by scheduled banks - problems of rural branches of scheduled banks - Microcredit - Group lending – Repeat lending etc. – Subsidy linked programs of the Government.

Module 3

Microfinance as a development strategy - Evolution of microfinance – Microfinance as an industry – Models of microfinance operating in India – Role of self help groups – Gender issues

– opening new areas of operation

Module 4

Intermediaries for microfinance – Lead Bank program – various forums of coordination (DCC, Sc & DLRC) - service area approach – Financial inclusion and rural development – Implementation of Social Banking

Module 5

Financial Evaluation of Microfinance institutions in India – Financial Statement Analysis of Microfinance Institutions – Analysis of financial performance ratios – Rating of Microfinance Institutions.

Recommended Books:

1. Beatriz and Jonathan, The Economics of Microfinance, Prentice Hall of India,
2. PaiPanandikar & Mehra NC, National Institute of Bank Management, Pune
3. Indian Institute of Banking and Finance, Microfinance : perspectives and Operations, Macmillan India Limited, 2011

4. Bandyopadhyay, S C, Rural Banking
5. Desai Vasantha, Indian Banking – nature and Problems, Himalaya Publishing
6. Datt, Sundaram, Indian Economy. S Chand & sons,
7. Amithabh Bhattacharya, Indian Economic Problems, Metropolitan Publications

MARKETING ELECTIVES

Course Code	Elective Course	Semester
PMM3CST0121	Integrated Marketing Communications	S3
PMM3CST0221	Retail Business Management	S3
PMM3CST0321	Agro-Business and Rural Marketing	S3
PMM3CST0421	Product and Brand Management	S3
PMM3CST0521	Services Marketing	S3
PMM4CST0121	Consumer Behaviour	S4
PMM4CST0221	Marketing Research	S4
PMM4CST0321	Digital Marketing	S4
PMM4CST0421	Customer Relationship Management	S4
PMM4CST0521	Marketing of Hospitality & Tourism	S4

INTEGRATED MARKETING COMMUNICATIONS

Introduction

The course intends to Provide Practical Insights to Participants on Marketing Communications and helps the students to understand the Planning, Implementation, and Evaluation process of Marketing Communication.

Learning Outcomes

1. Comprehend and apply the different advertising strategies used in modern marketing
2. Demonstrate personal selling and direct marketing skills for a selected product.
3. Evaluate the effectiveness of a marketing communication strategies for a chosen company
4. Prepare an advertising campaign for a brand

Course Outline

Module 1 Introduction to Integrated Marketing Communications

Marketing Communication: An Integrated Approach – Characteristics of IMC campaign – Managing IMC Process: Planning an IMC campaign – Process of achieving integration – Integrated Marketing Communication Mix – Organisational approaches and barriers to integration – Value addition through IMC

Module 2 Advertising Strategies in Modern Marketing

Fundamentals of Advertising Campaigns – Brand Positioning through Advertising – Unique Selling Propositions – Brand Image Creation through Advertising – Types of Media & Advertising – Celebrity Endorsements & Ethics in Advertisement – Pros & Cons of Advertising

Module 3 Sales Promotion Strategies, Direct Marketing & Personal Communication

Consumer Promotion – Elements – Trade Promotion – Objectives & Types – Exhibitions & Event Management – Creating Word of Mouth – Direct Marketing & its integration with IMC – Personal Selling – Database marketing – Managing Big Data – Promotion through Customer Relations

Module 4 Managing Integrated Marketing Communications

Budgeting for Marketing Communication – Objectives of IMC Campaign: Objectives –

Corporate objective, Marketing objective, Sales objective, Communication objective – DAGMAR approach – Communication Models – Budgeting for MARCOM - Steps in developing and evaluating effective Marcom – Objectives – Designing a Message – Copywriting – Measuring Communication Effectiveness, Conducting research to measure Communication Effectiveness.

Module 5 Promotional Agencies & Ethics in Promotion

Advertising Agencies – Sales promotion Agencies – PR Firms & Interactive Agencies – Ethics and social responsibility in IMC Campaigns - Impact of technology on MARCOM - Introduction to International marketing communications, Relevance and challenges

Pedagogical tools

Lecture, Field work, Dissertation, Case Study

Intended Skill-sets from the Course

Entrepreneurial skill

Recommended Books:

1. Kenneth Clow. Donald Baack, Integrated Advertisements, Promotion and Marketing communication, Prentice Hall of India, New Delhi, 2003. Mitchell, W. M. (2016).
2. Advertising and IMC Principles and Practices. Pearson. Shah, D. (2009).
3. Advertising and Promotions - An IMC approach. Tata Mcgraw Hill. Shimp, A.
4. Advertising, Promotion and other aspects of IMC (9 Ed.). Cengage. Shrimp.
5. Advertising and Promotions - An IMC approach. Cengage Learning. Sirgy, R. (2001).

RETAIL BUSINESS MANAGEMENT

Introduction

Retail Business Management helps understand how the retail organisation functions at its highest capacity, serves its consumers and aligns the operations efficiently. It also helps compare international and retail scenarios and the strategies followed by them.

Learning Outcomes

1. Students will be able to understand and analyse the format revolution in India and other countries
2. Students will be able to compare and analyse pricing strategies used in retail sector
3. Students will be able to apply various concepts learned retail business management
4. Students will be able to think and develop a suitable strategy which can be applied in a particular retail business

Course Outline

Module 1 Introduction to Retailing

Retailing – Meaning – Theories of retailing- management of service & quality in retailing, world Retail scenario- retailing in developing countries- Indian retail scenario and its future prospects Organised Vs Unorganised Retailing - Classification of Retail Stores- Growth of Retail formats –High street and Malls- Mall management – Multi Channel Retailing : Meaning, the evolution toward multi channel retailing – Franchising : Types, advantages, challenges, Franchising in India.

Module 2 Understanding Retail Consumers

Store formats – Store location – Location analysis – Store positioning - Store design and Visual Merchandising – Breakdown of Retailing as a product – Role of private labels – Retail Pricing: Approaches, Influencing Factors, Price Sensitivity and Mark down Policy – EDLP

Module 3 Store operations management and Retail Strategy

SCM – Supplier Relations – Logistics in retailing – Merchandise buying and management – Warehousing – Inventory control – Franchisee operations – International retailing-motives, reasons and typologies for international expansion – Building a sustainable competitive advantage, customer loyalty, location, Human resource management, Distribution and

information systems, unique merchandise, Vendor relations Multiple sources of advantages :

Strategic Retail Planning Process

Module 4 Store management

Responsibilities of Store Managers Store Planning, Location Planning – Store Design & Retail image mix, Space mix – Effective retail Space Management, Store layout, Floor space management and Visual Merchandising and Displays

Module 5 Retail promotions- Impact of Information Technology in Retailing

Integrated Systems and Networking – EDI, Bar Coding, RFID, Customer Database Management, Electronic Retailing – Role of Web, Online Retailing, Future Trends – CRM – Retail finance – Retail Statutory Obligations – Consumerism & Ethics in retailing – Corporate Social Responsibility

Pedagogical tools

Lecture, Case Study, Presentations, Video

Intended Skill-sets from the Course

Managerial Skills

Recommended Books:

1. Michael Levy, Barton Weitz, Retail Management, McGraw Hill
2. Chetan Bajaj, Rajnish Arya, Nidhi Varma Srivatava, Retail Management, Oxford Publishing, India
3. Barman, Evans & Mathur, Retail Management- A Strategic Approach, Pearson Publications
4. Retailing Management, Gibson C Vedamani, Jaico Publishing House, Mumbai
5. Retail Strategies- understanding why we shop, Jim, Jaico Publishing House, Mumbai
6. Retail Management, Dunne Lusch, South Western Cengage Learning
7. Store Management, K.S. Menon, Macmillan India Ltd.,

AGRO BUSINESS AND RURAL MARKETING

Course Outline

Module 1 Introduction to Agro-Business

Marketing of Agro-products – Features, Nature, Scope, Objectives, Methods, Challenges, and Opportunities – Agricultural Markets – Scope of Agro based Industries in India

Module 2 Rural Markets

Rural markets – Definition- Evolution - Current Scenario – Structure of Rural markets - Urban Vs Rural markets –Rural Environment – Demographic, Physical, Social, Political, Economic, Technological – Profile of Rural Consumer – Consumer Buying Behaviour

Module 3 Rural Marketing Decisions – Product & Price

Segmenting, Targeting and Positioning – Product Decisions – Product and Branding Strategy, Marketing of Services – Pricing Decisions – Challenges, Pricing Strategy in Rural Market

Module 4 Rural Marketing Decisions – Place & Promotion

Distribution Decisions – Channel Behaviour, Challenges, Distribution Models – Promotion Decisions– Process, Challenges, Methods, Media mix, ICT in Rural markets

Module 5 Future of Agro Business and Rural Marketing

Rural Boom- New Opportunities in Rural markets – Focused Marketing Strategies – Market Research – Inclusive Marketing - E-Rural marketing – Innovations in Consumer Finance – Innovations in Distribution, Retailing

Recommended Books:

1. Kashyap, P., Rural Marketing – Pearson, New Delhi.
2. Krishnamacharyulu C.S. & Ramakrishnan L., Rural Marketing-Text and Cases – Pearson, New Delhi.
3. Arora R.C., Integrated Rural Development – McGraw Hill, New Delhi
4. Badi&Badi Rural Marketing – Himalaya Publishing New Delhi

PRODUCT& BRAND MANAGEMENT

Course Outline

Module 1 Introduction to Product Management

Product Management – Product – Definition, Levels of Product; Meaning of Product Management, Scope and Importance; Role of Product Manager; Product Mix – Product Line Strategies; Challenges in Product Management

Module 2 Marketing Planning Process

Category Attractiveness Analysis, Competitor Analysis, Consumer Analysis – Sales Forecasting, Developing Product Strategy – Setting Objectives, Selection of Strategic Alternatives, Differentiation and Positioning.

Module 3 New Product Development

Categories of New Product; Adoption Process; Diffusion of Innovation – Stages in New Product Development – New Product Demand Forecasting Models – New Product Launch Strategies; New Product Success & Failures- Indian cases

Module 4 Understanding the role of Branding & concepts of Brand

Introduction to Brands: Products v/s Brands, Anatomy of a Brand, Overview of Brand Building Process – Customers and Brands: Understanding brands from the customer's perspective – Brand Positioning – Brand Identity: Brand Essence, Brand Personality, Brand Customer Relationships – Importance of Branding – Basic branding concepts – Brand Image, Brand Identity, Brand Equity and Brand Loyalty; Product Vs Corporate Branding: Major Branding decisions

Module 5 Elements of Brand

Sensory Branding – Emotional Branding – Brand Architecture – Brand Equity & Customer based Brand Equity – Brand Portfolio – Brand Communication – Brand Valuation Methods, Brand Revitalization, Brand Audit, Global Brands –Successful Indian Brands& Reasons for Success

Recommended Books:

1. Kevin Lane Keller – Strategic Brand Management, Pearson Education, India.
2. U.C. Mathur – Product management, Excel Books, New Delhi, India.
3. K S Chandrasekar – Product Management: Text and Cases, Himalaya Publishers

4. Kapferer – Strategic Brand Management, Kogan Page, New Delhi, 2012
5. SubratoSen Gupta – Brand Positioning, Tata McGraw Hill, Delhi

SERVICES MARKETING

Introduction

The course enables the business graduates to understand the nuances and intricacies of less tangible products, “the service”, that form the part and parcel of modern marketing management. No product can be isolated from the intangible experiences. Apart from that, service products are nowadays highly innovative, technologically driven and desirable in the market and creates value for the business. The course offers a spectrum of how to maintain, retain and create customers through services and in services.

Learning Outcomes

1. Critically analyse, recall, and classify the conceptual frame of service marketing.
2. Design and draw a Service marketing blueprint.
3. Develop service marketing strategies and marketing plans for real-life situations.
4. Enable to understand, manage, and design service quality strategies.

Course Outline

Module 1 Introduction to Services Marketing

Services Marketing – Characteristics – Tangibility Spectrum – Classification of Services – Growth of Services in Indian economy – Influencing Factors – Goods Vs Services Marketing – Challenges for Service Organizations

Module 2 Buyer Behaviour & Selecting Service Markets

Consumer Decision Making Process in Services – Customer Expectations & Zone of Tolerance Determinants – Segmentation, Targeting & Positioning – Service Strategy – Managing Demand and Capacity

Module 3 Elements of Services Marketing Mix

Inadequacy of 4 Ps – Extended Services Marketing Mix – Service Product Development – Role of Customer & Value Creation – Branding of Services – Pricing of Services – Strategies – Educating & Promoting Services – Managing People for service advantage – Mediocrity & Success – Process in Services – Services Blueprinting – Service Environment – Servicescapes – Physical Evidence & Challenges

Module 4 Managing Relationship & Service Quality

Customer Relationships in Services – Loyalty – Managing Service Quality – GAP & SERVQUAL MODELS – Measuring Service Quality – Strategies to improve Service Quality

Module 5 Services Industries in India

Marketing of Tourism, Travel & Transportation Services – Marketing of Financial Services: Banking, Insurance & Mutual Funds. Communication & Information Services: Telecom & Postal Services, Courier. Marketing of Professional Services: Healthcare, Consultancy, Information Technology, Promotion Services – Marketing of Educational Services – Charities & Social Services Marketing

Pedagogical tools

Lecture, Case Study, Presentations, Video

Intended Skill-sets from the Course

Effective service marketing skill

Recommended Books:

1. Christopher Lovelock, Jochen Wirtz, Jayanta Chatterjee – Services Marketing: People, Technology, Strategy – 6th Ed. – Pearson
2. Harsh V. Varma – Services Marketing – Text & Cases – 2nd Ed. – Pearson
3. Marie J. Bitner, Valarie A. Zeithaml – Services Marketing – Tata McGraw Hill
4. Helen Woodruffe – Services Marketing – Longmen Group
5. Adrian Payne – The Essence of Services Marketing – Prentice Hall India

CONSUMER BEHAVIOUR

Introduction

Consumer behaviour helps understand how individuals, groups, or organizations and all the activities associated with the purchase, use and disposal of goods and services, and how the consumer's emotions, attitudes and preferences affect buying behaviour. Better understanding of the factors influencing the buyer behaviour helps companies formulate suitable strategies to satisfy the consumers.

Learning Outcomes

1. Student would be able to understand and evaluate the industrial and consumer decision making process
2. Student would be able to analyse the psychological factors that influence purchasing decision of consumers
3. Student would be able to understand and analyse the impact of sociological factors on consumers
4. Students would be able to analyse and create proper strategies to make the consumers satisfied

Course Outline

Module 1 Introduction to Consumer Behaviour

Consumer Behaviour – Nature & Relevance of Consumer Behaviour studies in marketing decisions Factors influencing consumer behaviour – Consumer buying decision process with illustration – Buyer roles assumed by consumers – Levels of consumer decision making

Module 2 Psychological Influences on Consumer Behaviour

Role of Self Image & Personality – Personality Theories & Behaviour of Consumer – An overview – Personal values & Consumption – Modern Trends in Lifestyles of Consumer – Memory, Learning & Perception – Its impact on Consumer Behaviour – Role of Motivation in Consumer Behaviour – Beliefs & Attitudes and its impact on Consumer Behaviour

Module 3 Sociological Influences on Consumer Behaviour

Culture & its impact on Consumer Behaviour – Impact of Government & Laws on Culture – Promotions & Communication by marketers based on Culture in India – Case Studies – Cross Cultural Perspectives – Sub-Culture: Influence of sub-culture on Consumer Behaviour – Sub-Culture based on Geographic Region & Religion – Its impact on Consumer Behaviour – Social Class in India – Applications to Consumer Behaviour

Module 4 Group Influences on Consumer Behaviour

Reference Groups & Its impact on Consumer Behaviour – Consumer relevant groups – Factors affecting Group Influence – Household as a consumption unit – Family: Role of family in buying decisions – Family Life Cycle & Its impact on Consumer Behaviour

Module 5 Consumer Rights & Protection

Consumerism: Concept & Evolution – Consumer Rights in India – Consumer Protection – Provisions Recent Trends in Consumer Rights Protection

Pedagogical tools

Lecture, Case Study, Presentation

Intended Skill-sets from the Course

Managerial Skills

Recommended Books:

1. Schiffman L.G. and Kanuk L.L. (2006), Consumer Behaviour, Latest Edition, Pearson Education, New Delhi.
2. RamanujMajumdar, Consumer Behaviour, Prentice Hall of India, New Delhi, 2011
3. Jay D. Lindquist, M. Joseph Sirgy (2009), Consumer Behaviour, Latest Indian Edition, Cengage Learning
4. Loudon and Della Bitta, Consumer Behaviour: Concepts and Applications, Tata McGrawHill. New Delhi
5. Assael, H. Consumer Behaviour and Marketing Action, Ohio, South Western.

MARKETING RESEARCH

Introduction

The subject intends to Provide the Participants Basic Insights into Research Process in Marketing. It also provides the Participants Basic Skills to conduct Marketing Research. The subject also make Participants aware the Role and Importance of Research in Marketing

Learning Outcomes

1. Students would be able to describe and apply the fundamentals of marketing research.
2. Students would be able to critically evaluate the Applications of Marketing Research in Business.
3. Students would be able to describe various techniques of Data Analysis & Presentation.
4. To equip the students with advanced research tools to conduct research and analysis.

Course Outline

Module 1 Introduction to Marketing Research

Introduction, Definition, Need, Relevance and Scope of Marketing Research, Types of Research

- Qualitative and Quantitative Research, Steps in Research Proposal, Limitations – Cost & Time Constraints, Industrial Vs Consumer Marketing Research, Ethical Issues in Marketing Research. Marketing Research Organizations in India, Role of Information in Marketing Research, Use of Internet in Marketing

Module 2 Marketing Research Process

Marketing Research Process, Research Problem Identification, Research Objectives, Literature Review, Identification of Variables, Hypothesis Formulation, Research Design.

Module 3 Data Collection & Survey

Sources of Data, Population and Sampling Frame, Sampling Concepts and Methods, Units of Study, Measurement Scales, Methods of Data Collection, Data Collection Tools, Questionnaire Design, Interview Techniques, Survey Methods.

Module 4 Data Analysis & Presentation

Coding and Tabulation of Data, Data Presentation, Data Analysis Techniques, Hypothesis Testing, Application of Software Packages for Data Analysis, Report Writing and Report Presentation: Steps in Report Writing, Documentation and Referencing, Interpretation of MR Reports. Case Studies in Marketing Research.

Module 5 Applications of Marketing Research in Business

Market Segmentation Studies, Market Potential Studies, New Product Research, Brand Positioning Research, Brand Perception Research, Brand Equity Research, Advertising Research, Consumer Behaviour Research, Pricing Research, Distribution Effectiveness Studies, Effectiveness of Promotions, Customer Satisfaction and Perception Studies.

Pedagogical tools

Lecture, Case Study, Presentation

Intended Skill-sets from the Course

Managerial Skills, Employability

Recommended Books:

1. G.C.Beri, *Market Research*, Pearson Education, New Delhi.
2. Naresh K. Malhotra, *Marketing Research: An Applied Orientation*, TMH, New Delhi.
3. Cooper & Schindler, *Marketing Research, Concept & Cases*, Tata McGraw Hill, India

DIGITAL MARKETING

Course Outline

Module I

Introduction -Introduction to marketing in the digital environment, Types of web presence, website development and management issues, common e-commerce business models, pure play, hybrid and multi-channel options. Media options online, Fulfillment options and strategies, Introduction to payment gateways and PayPal

Module II

Web Analytics- Audience profiling and segmentation, Internet usage patterns , Post Internet consumer behaviour and understanding buyer behaviour online, pillars of direct marketing, Online research and behaviour tracking methods, Introduction to behavioural targeting. Online surveys, blog mining, data mining, Building customer profiles using navigation and sales data, Competitor analysis online, Integrating online and offline strategies

Module III

Search Engine Marketing- Email campaign creation and management, Google Ad words, search and display on search engines, pricing models online, Introduction to page rankings, Google Ad words analytics, Search Engine Optimization, Process and methodology, Long tail in SEO, Link building, Key word analysis, process and optimization. Search Engine Marketing – Paid versus natural Search, SEM landscape, Landing pages and their importance in conversion analysis, Google vs. Bing vs. Yahoo - Search Methodology. Copy writing for Online Advertisements.

Module IV

Social Media and e-PR- Social Media Platforms - Face book, LinkedIn, Twitter, YouTube, Content guidelines for online communications, Social Media measuring, monitoring & reporting, Tracking & Monitoring platforms. Content seeding, How to use blogs, forums and discussion boards, Blogs, forums and communities, Viral campaigns and the social graph. Online PR and Reputation Management.

Module V

Integrating Online Communication into IMC Process - Online Advertising – Email Marketing - Viral Marketing – Affiliate Marketing – Participatory Communication Networks – Social Media Communities – Consumer Engagement – Co-Created Content Management – Interactive Digital Networks – Customer led Marketing Campaigns – Legal and Ethical

aspects related to Digital Marketing

Recommended Books:

1. Ted Schadler, Josh Bernoff, and Julie Ask, The Mobile Mind Shift: Engineer Your Business to Win in the Mobile Moment (ISBN 978-0991361007)
2. Jeff Hasen, The Art of Mobile Persuasion: How the World's Most Influential Brands are Transforming the Customer Relationship Through Courageous Mobile Marketing (ISBN 978-0986148330)
3. The Big Data-Driven Business: How to Use Big Data to Win Customers, Beat Competitors, and Boost Profits - Russell Glass, Sean Callahan, John Wiley and sonsInc.
4. Deepak Bansal , A Complete Guide To Search Engine Optimization , B.R Publishing Corporation, Ist Edition, 2009
5. Grienstein and Feinman- E-commerce –Security, Risk Management and Control(TMh,The Consumer Decision Journey, McKinsey Quarterly, No3, 2009

CUSTOMER RELATIONSHIP MANAGEMENT

Course Outline

Module 1 Introduction to Customer Relations Management (CRM)

Consumer, Client & Customer – Differences – Customer Relations: Meaning –Strategic CRM, Operational CRM, Analytical CRM, Collaborative CRM, Misunderstandings about CRM, CRM Constituencies – Models for CRM

Module 2 Understanding Relationships

Relationship Quality, Customer satisfaction, Loyalty and business performance, Reaching the satisfaction – profit chain, Relationship management theories, Planning & implementing CRM Projects

Module 3 Customer Database

Developing, managing and using customer related databases, developing a customer related database – Data integration, Data ware housing, Data access & interrogation, Data mining, privacy issues, Customer Portfolio Management (CPM), Basic discipline of CPM, Market segmentation, Sales forecasting life time Value estimation.

Module 4 Customer Relationship Management Expenses

Customer relationship management and Customer expenses – Experimental marketing strategies and tactics, Features of CRM software applications that influence customer experience, creating value for customers, Customer acquisition, Customer retention and development

Module 5 Managing network for customer relationship management performance

Managing investor and employee relationships, IT for CRM, Sales force automation, marketing automation, service automation, Organizational issues and CRM

Recommended Books:

1. Francis Buttle, Customer Relationship Management: Concepts and Technologies – Routledge, New Delhi
2. V.Kumar& Werner Reinartz, Customer Relationship Management: Concepts, Strategy & Tools – Springer
3. Mullick N.H., Customer Relationship Management – Oxford University Press

MARKETING OF HOSPITALITY & TOURISM

Course Outline

Module 1 Introduction to Tourism & Hospitality Marketing

Characteristics of Hospitality Service Product – Hospitality and tourism marketing environment

– Concept, Hospitality and travel marketing system, Eight P's of hospitality marketing; Hospitality and tourism customers

Module 2 Understanding Hospitality Tourism Market

Characteristics of hospitality and tourism marketing, Strategies to manage hospitality & tourism services, Consumer markets and buying behaviour, Organisational buyer and Group market, Destination marketing, Conference and event marketing, Market segmentation, Targeting and positioning in Hospitality industry – Preparation of Marketing Plan

Module 3 Hospitality Products

Development of new products in hospitality industry – Designing and managing products- Core products, Facilitating products, Supporting products, Branding, Internal and interactive marketing, Marketing mix strategies

Module 4 Pricing & Distribution in Hospitality & Tourism Industry

Pricing of hospitality products – Pricing strategies – New product pricing, Existing product pricing, Psychological pricing and promotional pricing. Other pricing considerations. Distribution channels, Nature and importance of distribution system, Marketing intermediaries – Travel agents and tour wholesalers

Module 5 Communication & Promotion in Hospitality & Tourism Industry

Communication and promotion policy- Advertising, direct marketing, sales promotion, personal selling – Viral marketing, Building customer loyalty in Hospitality industry

Pedagogical tools

Lecture, Case Study, Presentation

Intended Skill-sets from the Course

Managerial Skills, Employability

Recommended Books:

1. Philip Kotler, John Bowen and James Makens, Marketing for Hospitality and Tourism:
2. Shoemaker, S., Lewis, R., Yesawich. Marketing Leadership in Hospitality & Tourism (4th. Ed).
3. Alastair M. Morrison, Hospitality and Travel Marketing (2ed) : (Cengage publishing)
4. JagmohanNegi, Marketing and Sales Strategies for Hotels and Travel Trade:
A. K Bhatia, Tourism Management and Marketing: (S. Chand & Co)
5. Ratandeep Singh, Tourism Marketing- Principles, Policies and Strategies

HUMAN RESOURCES MANAGEMENT ELECTIVES

Course Code	Elective Course	Semester
PMH3CST0121	Training and Development	S3
PMH3CST0221	Compensation Management	S3
PMH3CST0321	Managing Organisational Change and Development	S3
PMH3CST0421	Performance and Talent Management	S3
PMH3CST0521	Competency Mapping	S3
PMH4CST0121	Managing Interpersonal and Group Process	S4
PMH4CST0221	Human Resources Information System	S4
PMH4CST0321	Global Human Resources Management	S4
PMH4CST0421	Counseling Skills For Managers	S4
PMH4CST0521	Industrial Relations & Labour Law	S4

TRAINING & DEVELOPMENT

Introduction

Training and development helps to understand various educational activities within a company created to enhance the knowledge and skills of employees while providing information and instruction on how to better perform specific tasks. It helps improve the effectiveness of organizations and the individuals and teams within them.

Learning Outcomes

1. Students will understand learning theories and requisites of effective training
2. Students will be able to evaluate the training need analysis of various training groups
3. Students will learn to design a training programme
4. Students will be able to design their career development plan

Course Outline

Module 1 Introduction

Concept of Training & Development, Importance of Training & Development in Organizations- Objectives of Training- Linking Training & Development to company's strategies, Requisites of effective training- -Problems of training- Benefits of training to Employees and Organization- Learning theories and principles-Learning outcomes-Learning style- VAK Model-Principles of Learning.

Module 2 Training Needs Assessment & Analysis

Meaning & purpose of Training Need Analysis- Process of training-Training Needs Analysis at different levels- Organizational Analysis, Requirement Analysis, Individual Analysis- Methods used in Training Needs Analysis , Output of Training Needs Analysis -Motivation for training- Trainee readiness.

Module 3 Training & Development Methods

Overview of Methodologies, Criteria for method selection-Designing training program- Qualities of a good Trainer, Use of audio visual aids in training, Internal Training Vs External Training, Training Methods: On the Job & Off the Job, Induction training, Cross cultural training, Team building training-Development methodologies: Case study, In- basket exercise, Games, Multiple Management Programs, Action Maze, Role Play, Experience Learning and Discovery Learning, Sensitivity training.

Module 4 Evaluation of Training & Development

Training Evaluation Process, Reasons for evaluating Training and Development, Constraints in Training Evaluation--Models of Evaluation: Kirkpatrick's, Kaufman's, CIPRO'S and Philip's Models-Methods used for collecting data for training evaluation- Cost Benefit Analysis, ROI on training

Module 5 Career Management

Human Resource Development Concept- Sub-Systems of Human Resource Development, Role of Human Resource Development Function, Concept of Career, Career stages, Career Planning and Development, Need, Steps in Career Planning, Methods of Career Planning and Development, Career development Actions and programs, Career Problems & Solutions, guidelines for Career Management, Management Development : Concept, Need and importance of Management Development, Methods of Management Development, Models of Management Development, Technology based training-Emerging trends in Training & Development- Case studies.

Pedagogical tools

Lecture, Presentation, Case Study

Intended Skill-sets from the Course

Managerial and Employability Skills

Recommended Books:

1. Goldstein Irwin L, Training In Organizations-Needs Assessment, Development & Evaluation, Wordsworth Publication.
2. Lynton & Parekh, Training for Development, Sage Publication.
3. Rao TV, Readings in HRD, Oxford & IBH.
4. Robert L. Craig, ASTD Training and Development, McGraw Hill Publication.
5. Dugan Laird- Approaches to Training and Development, Basic Books

COMPENSATION MANAGEMENT

Introduction

This course makes the Participants aware about Managerial Aspects of Compensation as part of HR functions and creates awareness among the participants about Components of Compensation and Laws related to Compensation and Trends in Compensation

Learning Outcomes

1. Students will be able to have the ability to understand and apply the basic concepts of Compensation management and the importance of effective compensation system to gain competitive advantage
2. Students will be able to have the ability to identify different types of incentive schemes and apply in real life business scenarios
3. Students will be able to design an equitable pay structure for the organization taking into consideration internal and external equity and employee benefits
4. Students will be able to be able to formulate suitable HR policies based on their knowledge of Industrial laws

Course outline

Module 1 Introduction

Compensation: Concept of Wage & Salary, factors affecting Compensation, Base and Supplementary Compensation, Wage Components: Minimum wage, Fair wage, Living wage, Wage theories, Types of Wages: Time rate, Piece rate, Debt method and Wage differentials.

Module 2 Job Evaluation

Job Evaluation: Nature & Scope, Methods of Job Evaluation, Computer Aided Job Evaluation, Industry Compensation Differentials: Concept of Internal Equity & External Equity-Pay Surveys, Types of Pay Structures

Module 3 Compensation Components

Different components of compensation package: Fringe benefits-Definitions, Objectives, types of fringe benefits, Individual and Group Variable Compensation: Pay for performance, Pay by seniority, Group piece rate, Production sharing plan, Employee Stock Ownership Incentives- Definitions, types of incentives-Individual incentives: measured day work, piece work, standard hour, Gain sharing-advantages & disadvantages- Organization wide

incentives- Scanlon Plan, Kaiser Plan, Profit sharing, Non-financial incentives. Allowances- types, computation of CPI & dearness allowance-Retirement benefits- Voluntary Retirement Scheme (VRS)-Executive compensation- Expatriate compensation.

Module 4 Laws Related to Compensation

Statutory provisions related to wages- Social Security Laws-Welfare Legislation: Payment of Bonus Act, Minimum Wages Act, Payment of Wages Act, Maternity Benefit Act, Objectives & Scope of Reward system like Wage boards, Pay on Central & State Government.

Module 5 Emerging Issues & Trends in Compensation Management

Components of Pay-Pay structure for Startup Organizations, Pay Restructuring in Mergers and Acquisitions-Alliances and Turnarounds, Board room pay-Compensation Management in public, private and emerging sectors-Emerging issues in Compensation Management- Future trends.

Pedagogical tools

Lecture, Videos, Case Study

Intended Skill-sets from the Course

Employability

Recommended Books

1. Belchor, David W. "Compensation Administration", Prentice Hall, Englewood Cliffs.
2. Milkovich.G; Newman.J and Ratnam, C.S.V, Compensation, Tata McGraw Hill, Special Indian Edition.
3. Armstrong, M. & Murlis, H. Reward Management: A Handbook of Salary administration, London: Kegan Paul.
4. Bhattacharya, Compensation Management, Oxford Press.
5. Henderson, R.I. *Compensation Management in a Knowledge Based World*. New Delhi: Pearson Education.

MANAGING ORGANISATIONAL CHANGE & DEVELOPMENT

Introduction

This subject will make students understand the meaning of Change and need for Organizational change and provide the participants intricacies of Change Management.

Learning Outcomes

1. Students will be able to have an understanding about the different change management models and apply them to suit organizational needs
2. Students will be able to compare different OD models and apply the same in real business scenarios
3. To identify organizational interventions that would benefit specific organizational conditions
4. Students will be able to examine the various factors that cause resistance to change and develop strategies to overcome resistance

Course outline

Module 1 Organisational Change

Meaning- Necessity for Change- Classification of change-factors affecting change-Model of Organizational change- Kurt Lewin Three Stage Model and Force Field Analysis- Systems theory, 7 Stage models, Burke-Litwin model, Porras and Robertson. Change Agent-Role and Skills of a change Agent.HR Role as change agent, Resistance to Change and minimizing the resistance: Impact of change on Human Resources Planning; quality consciousness as an emerging catalyst for change.

Module 2 Organizational development

Concept and evolution-nature and characteristics- First order and second order Change - Foundations of Organizational Development: Conceptual frame work of Organizational development –Action Research Model-Positive Model-John Kotter's eight-stage process Model, Parallel learning structures- Process of organizational development –Organizational Diagnosis

Module 3 Human Process Interventions

T-group, process consultation, third party interventions, team building; organizational confrontation meeting, coaching and mentoring, role focused interventions. HRM Interventions- Performance Management & Human Resource Development.

Module 4 Structural Interventions

Restructuring organization, BPR Vs TQM, employee involvement, work design. Strategic Interventions –Organization and environment relationships, competitive and collaborative strategies, organization transformational strategies.

Module 5 Contemporary Issues & Applications

Organizational development in global context, organizational development in service sector, OD Practitioners – role, competencies requirement, professional ethics and value and experiences; Trends in Organizational development

Pedagogical tools

Lecture, Videos, Case Study

Intended Skill-sets from the Course

Change Management skill

Recommended Books:

1. Cummings, Thomas G. and Christopher G. Worley, Organization Development and Change, Thomson Learning.
2. W Warner Bruke, Organizational Change: Theory and Practice, Sage.
3. Ramnarayan S., T.V. Rao and Kuldeep Singh, Organization Development Interventions and Strategies, response Books, New Delhi.
4. French, Wendell L. and Lecil H. Bell, Organization Development, PHI, New Delhi.

PERFORMANCE & TALENT MANAGEMENT

Course Outline

Module 1 Concept of Performance Management

Performance Management: concept & process-Objectives & importance of Performance Management System in Organizations- Prerequisites and characteristics of Effective Performance Management- Organizational, functional and individual key Result Areas, Key Performance Indicators.

Module 2 Performance Management System

Performance Management and Performance Appraisal, difference between performance appraisal potential appraisal, Performance appraisal methods: traditional & modern methods, Designing appraisal forms-Performance measurement and evaluation- Appraisal communication: feedback, counseling and coaching, Performance linked reward system.

Module 3 Implementation & Issues in Performance Management

Developing, implementing & maintaining Performance Management System, Performance measurement issues, Role of HR professionals in performance management, Performance Management as a tool for employee empowerment-Technology and e-PMS, Performance Management.

Module 4 Talent Management

Talent Management: Concept & approaches, Scope & objectives of Talent Management- Talent Identification, Integration & Retention ,Consequences of Failure in Managing Talent, Tools for Managing Talent, Effective Talent Management System, Building Blocks of Effective Talent Management System in Public and Private organisations.

Module 5 Practices & Process of Talent Management

Factors and aspects of Talent Management, Talent Management Practices in India, Talent Management System, Critical Success Factors to Create Talent Management System, Talent Management Process, Stages of Talent Management, Essentials of Talent Management Process.

Recommended Books:

1. Armstrong M & Baron, .A, Performance Management and Development, Jaico Publishing House, Mumbai.
2. G K Suri, C.S Venkataraman, N K Gupta, Performance Measurement and

Management, Excel Books (P) Ltd.

3. Robert B, Performance Management, McGraw Hill Education India.
4. Berger L.A and Berger D.R, The Talent management handbook, McGraw Hill Education India

COMPETENCY MAPPING

Course Outline

Module 1 Understanding Competency Mapping

Introduction, History and Origin of Competency Mapping, Reasons for popularity of competency mapping, Definitions and components of Competency, skill, knowledge and motive-traits of self-concept.

Module 2 Competency Mapping – Procedures & Steps

Determining objectives and scope, clarifying implementing goals and standards, create an action plan, define performance effectiveness, tools for data collection, data analysis, validating competency model, mapping future jobs and single incumbent jobs, using competency profiles in HR decision.

Module 3 Competency Categories

Threshold competency – Differentiating competency – Generic Vs Key competency – Functional or Technical competency – Leadership competency – Managerial competency.

Module 4 Leading and Managing Competency Mapping

Acceptance of competency mapping, causes for resistance, recommended action to address resistance, Delphi technique, 360 degree feedback, HR generic competency mapping, supervisory generic competency mapping.

Module 5 Competency Assessments and Uses

Strategies to address the gaps, competency recruitment & selection, competency based appraisal, competency based appraisal, competency based succession and career planning, competency based compensation and benefits, competency based training and development, Core competencies PCMM – concept, benefits, HR score card.

Recommended Books:

1. Seema Sanghi, The Handbook of Competency Mapping: Understanding, Designing and Implementing Competency Models in Organizations, Sage Publications (P) Ltd.
2. Sahu R.K, Competency Mapping, Excel Publications.
3. Mukherjee, Sraban, Competency mapping for superior results, , Tata McGraw Hill.
4. Paul R Bernthal, ASTD Competency Study: Mapping the Future, ASTD Press.

MANAGING INTERPERSONAL & GROUP PROCESS

Introduction

Managing Interpersonal and Group Process helps managers to understand the individual needs and interpersonal dynamics to manage groups effectively and efficiently. There is a wide difference in the nature and functions of groups that exist in the society as well as in the organizations. The subject helps in applying the concepts and theories related to interpersonal and group processes.

Learning Outcomes

1. Students will be able to understand the importance and functioning of groups and teams in an organisation and analyse the results of teamwork in various organisations
2. Students will be able to acquire the team skill
3. Students will be able to apply the interpersonal and group processes theories learned johari window
4. Students will be able to design a conflict resolution method for manufacturing and service organisations

Course Outline

Module 1 Nature of Groups at Work

Group: Definitions, Importance of groups in Organizations – Types of Groups – Group formation Structure & Dynamics of Work Groups – Group cohesiveness

Module 2 Groups Vs Teams

Concept of Teams – Distinguishing Teams from Groups – Types of teams – Dysfunctions of Groups and Teams – Dynamics of Informal Groups

Module 3 Effective Team Performance

Team building –Team effectiveness – Training in team skills- Developing successful Teams. Team development and team functioning, Conflict collaboration and competition, Intervention Techniques– Sensitivity training – Counselling techniques- Grid management – Grid Management

Module 4 Individual Performance in Groups

Interpersonal Behaviour & Influence Processes - Nature- Interpersonal communication- Factors affecting Interpersonal Communication-Johari window- Individual awareness, Social facilitation, Social Loafing- Interpersonal Trust- Interpersonal conflicts- Group Decision

making , Group synergy.

Module 5 Organizational Process

Organizational process- An overview of major concepts on emerging trends-power, politics, authority, Integration and control, Organizational climate and culture, Organizational effectiveness

Pedagogical tools

Lecture, Presentation, Case Discussions

Intended Skill-sets from the Course

Managerial and Employability Skills

Recommended Books:

1. VSP Rao, Organizational Behaviour: Excel Books
2. Stephen.P.Robbins, Organizational Behaviour: Prentice Hall
3. P.G. Aquinas, Organizational Behaviour: Concepts, Realities, Applications and Challenges, Excel Books.

HUMAN RESOURCES INFORMATION SYSTEM

Introduction

This course provides a learner with fundamental Principles of Human Resource Information System and helps a learner to develop specific Human Resource Information System Skills, Competencies needed by professionals

Learning Outcomes

1. The student will be able to understand the role of HRIS and evaluate system considerations while designing HRIS
2. The student will be able to identify system needs by evaluating departmental requirements
3. The student will be able to compare and contrast traditional and technology based recruitment and selection techniques
4. The student will be able to critically examine the information security and privacy challenges and suggest techniques to overcome them

Course outline

Module 1 Introduction to Human Resource Information System

Evolution of Human Resource Information Systems, the role of Information Technology, database concepts and applications in Human Resource Information Systems, systems considerations in the design of Human resource Information systems, planning for implementation.

Module 2 Human Resource Information System Needs

Human resource information systems need Analysis, systems design and acquisition, HR Metrics and workforce Analytics, cost justifying Human Resource Information systems investment.

Module 3 Human Resource Information System Implementation & Acceptance

Human Resource Information Systems Project management, Change Management, implementation, integration and maintenance of Human Resource Information Systems.

Module 4 Human Resource Information Systems Applications

Human Resource Administration and Human Resource Information System, Talent Management,, Job analysis and Human Resource Planning, Recruitment and Selection in an

internet context, training and development: issues and Human resource Information systems applications, Performance Management, Compensation , benefits, payroll and Human Resource Information Systems, International HR and Human Resource Information Systems.

Module 5 Recent Trends in Human Resource Information System

Information security and privacy in Human Resource Information Systems, The future of Human Resource Information Systems, Emerging Trends in Human Resource Management and Information Technology.

Pedagogical tools

Lecture, Videos, Case Study

Intended Skill-sets from the Course

Employability

Recommended Books:

1. Dr. Michael Kavanagh and Dr. Mohan Thite ,Human Resource Information Systems- Basics, Application, Future and direction.
2. P.K Gupta and Sushil Chhabra ,Human Resource Information System, Himalaya Publishing
3. Gary Dessler , Human Resource Management, Pearson Publication.
4. Michael Armstrong, A Handbook of Human Resource Management Practice, Kogan Page

GLOBAL HUMAN RESOURCES MANAGEMENT

Course Outline

Module 1 Introduction

Defining International Human Resource Management, Differences between International Human Resource Management and Human Resource Management, The organizational context of International Human Resource Management, The path to global status, Talent Management, International Talent Management Cycle.

Module 2 Managing & Supporting International Assignments

Linking international assignments with Organizational Strategy, Staffing international operations, Recruiting and selecting for international assignments, International training and development, the role of Expatriate, Repatriation process and career issues.

Module 3 Key Areas on International Human Resources

Importance of pre departure training, developing staff through international assignments, Components of an international compensation, Approaches to international compensation, Performance management in multinational, Performance management of international employees, Appraisal of International employees.

Module 4 Managing HR in Virtual Organization

Meaning, Types of virtual organization, Difference between traditional & virtual organizations, Advantages and disadvantages of virtual organizations, Features of virtual organization, Managing HR in virtual organization.

Module 5 International Labor Organization (ILO) and International Labor Relations

Trade unions and International HR, The response of Trade unions to multinationals, the issue of social dumping, impact of digital economy – Various Agreements on International Labor Standards.

Recommended Books:

1. N. Sengupta & Mousumi S. Bhattacharya – International Human Resource Management - Excel Books.
2. Dowling, P.J and Welch, D.E – International Human Resource Management, Cengage Learning, Thompson.
3. Paul Sparrow., Chris Brewster and Hillary Harris – Globalizing Human Resource

Management. Rout ledge Taylor & Francis Publication.

4. P.L. Rao – International Human Resource Management, Excel Books.
5. International Human Resource Management by K.Aswathappa and Sadhana Dash,
Tata McGraw Hill.

COUNSELING SKILLS FOR MANAGERS

Course Outline

Module 1 Introduction to Counseling

Meaning, Functions and Type of Counseling, Goals of Counseling Emergence and Growth of Counseling Services; Approaches to counseling ,Counseling Skills, Verbal & Non- Verbal communication, Listening Barriers, Counselor Qualities

Module 2 Counseling Process

Beginning, Developing and terminating a Counseling Relationship and follow up – Counseling Procedures, The Counseling Environment, Intake, Referral procedures, Guidelines for Effective Counseling

Module 3 Counselor's Attitude & Skills for Counselors

Counselors – Client Relationship – Understanding Client's Behavior – Assessing Clients problems – Counseling Therapies- Insight Oriented Therapy. Behavior Therapy

Module 4 Selecting Counseling Strategies & Interventions

Adaptive strategies – Changing Behavior through Counseling In the Educational Settings – Special Areas in Counseling – Handling Situations of Strikes, Disputes through Counseling

Module 5 Special Problems in Counseling

Need of Counseling Cell in the Organization, Application of Counseling to Organizational situations with a focus on Performance counseling. Organizational Application of Counseling Skills in Change management, Downsizing, Mentoring and Team Management / Conflict Resolution.

Recommended Books:

1. Kavita Singh – Counseling Skill for Managers, Pears Education,2007.
2. Robert S Feldman – Understanding Psychology.,McGraw Hill, 2007.
3. Narayan Rao S. – Counselling & Guidance, Tata McGrew Hill, 1997.
4. Jeffrey Kotter A. – Counselling Theories and Practices, Cengage Learning, 2011.
5. Robert Carson C. – Abnormal Psychology, Tata McGraw Hill, 2007

INDUSTRIAL RELATIONS & LABOUR LAW

Course Outline

Module 1 Introduction

Concept of Industrial Relations, Nature & various approaches to Industrial Relations: Human relations approach, Gandhian Approach and Dunlop's System approach, Unitary, Pluralistic, Marxist perspectives of Industrial Relations, Evolution of Industrial Relation in India, and Industrial relations scenario in India.

Module 2 Industrial Dispute Resolution

Industrial Relation policies and its evolution in India- Industrial Disputes Act 1947: Objects of the Act & Important Definitions, Types of Industrial disputes-Strikes, Lockouts, Layoff, Retrenchments, Reference of Disputes to boards, courts, or tribunals- Procedures for dispute resolution- Unfair labor practices, Salient features of Industrial Employment Standing Orders Act 1946

Module 3 Trade Unions & Participative Management

Trade unions: Objectives & Importance- Trade Unions Act 1926- Rights & liabilities of registered trade unions, Participative Management: forms & levels of participation- Process of negotiation, Collective Bargaining, prerequisites of a collective bargaining, Tripartite and Bipartite bodies, Joint Management Council, Conciliation, Mediation, Arbitration and Adjudication.

Module 4 Labour Laws

The Employees Provident Fund & Miscellaneous Provisions Act 1952: Definitions and schemes: provident fund scheme, pension scheme, deposit linked insurance scheme. Employees State Insurance Act 1948: objectives, definitions: personal injury, factory, manufacturing process, wages, partial and permanent disablement, standing committee & medical benefit council, adjudication of disputes and claims Factories Act 1948: definitions, authorities, health safety, welfare, provisions related to hazardous process, working hours for adults, employment of young persons, annual leave with wages, penalties & procedures.

Module 5 Labour Laws

Payment of Gratuity Act 1972: Applicability & non applicability of the Act, Definitions: Employee, employer, continuous service, payment of gratuity, forfeiture of gratuity, employer's duty to determine & pay gratuity, recovery of gratuity, penalties Employee's Compensation Act 1923: definitions: dependent, employer, partial & total disablement,

workmen ,injury, accident, employer's liability for compensation ,amount of compensation

Recommended Books:

1. Venkataraman, C.S – Industrial Relations: Text and Cases, Delhi,Oxford University Press.
2. P.SubbaRao – Human Resources Management &IR , S. Chand, New Delhi.
3. Malik K.L. – Industrial Laws and Labour Laws, Eastern Book Company, Lucknow.
4. Srivastava S.C. – Industrial Relations &Labour Laws, Vikas Publishing House (P) Ltd.
5. Sharma J.P. – Industrial Laws, Ane Books Pvt. Ltd. New Delhi

INFORMATION SYSTEMS

Course Code	Elective Course	Semester
PMS3CST0121	System Analysis and Design	S3
PMS3CST0221	E-Business	S3
PMS3CST0321	Cloud Computing	S3
PMS3CST0421	Information Security Management	S3
PMS3CST0521	Software Quality Management	S3
PMS4CST0121	Enterprise Resource Planning	S4
PMS4CST0221	Decision Support System	S4
PMS4CST0321	Software Project Management	S4
PMS4CST0421	Database Management	S4
PMS4CST0521	E-Business Strategy	S4

SYSTEM ANALYSIS & DESIGN

Introduction

This course is designed to provide a clear insight to students on system analysis and design, which is the foundation of business systems development and implementation.

Learning Outcomes

1. Students would be able to understand and apply the various steps in the system development lifecycle Assurance process.
2. Students would be able to compare and contrast between different system developments models according to business requirements.
3. Students will be able to critically evaluate the various structured analysis and design tools
4. Students would be able to describe the Systems Control and Quality

Course Outline

Module 1

Overview of System Analysis and Business modeling; System components, Business profile, business process models, Business Systems Concept; Systems Development Life Cycle; Project Selection; feasibility Study. Impact of internet, web based system development, Guidelines for System development, Roles and responsibilities of a Business Analyst.

Module 2

System analysis: Systems documentation consideration: Principles of Systems Documentation, Types of documentation, Requirement gathering techniques: Interviews, Group, Communication Questionnaires, Presentations & Site Visits, SRS documentation. Tools for Analysis and Design of Business System: modelling, prototyping, CASE tools; Methodologies: Structured analysis, Object oriented analysis, agile methods. System analysis activities, techniques: JAD, RAD, Agile methods. Modelling tools: DFDs, Functional decomposition diagrams, CASE tools, UML; Data and process modelling: DFDs, Data Dictionaries; Process description tools: Decision Analysis; Decision Trees and Tables.

Module 3

Business Modeling with UML, Components of UML used in Business Modeling, RUP, IDEF, and BPMN 2.0 basics. Object modeling: Object oriented analysis, Object modeling with UML: Class diagram, Object diagram, State chart diagram, Activity diagram, Sequence diagram, Collaboration diagram, Use case diagram, Component diagram, Deployment

diagram

Module 4

Output and User interface design: Output design, input design, user interface design, File Design ,Data design concepts, DBMS components, ER diagrams, Documentation Tools ; Testing Techniques Available ; Systems control and Audit trails ; Systems Administration and Training ; Conversion and Operations Plan.

Module 5

Systems Control and Quality Assurance: Hardware and Software Selection , Hardware Acquisition ; Bench marking , Vendor Selection , Operating System Selection , Language Processors. Performance and Acceptance Testing Criteria, Preparing User Manual. Maintenance Activities and Issues.

Pedagogical tools

Lecture, Case Study, Presentation

Intended Skill-sets from the Course

Managerial Skills, Employability

Recommended Books:

1. Elias M. Awad, System Analysis & Design, Galgotia Publications. India
2. Senn, Analysis & Design of Information Systems, McGraw Hill International.
3. Shelly,Rosenblatt, System Analysis & Design, Cengage Learning, Eighth edition.
4. Hoffer, Modern System Analysis & Design, Pearson Education.
5. Rumbaugh, Jacobson, Booch, UML- Reference Manual, Pearson.

E-BUSINESS

Introduction

This course is aimed at developing an understanding of e-business, with reference to various issues and concerns imperative to implementation of e-business strategies

Learning Outcomes

1. Students would be able to discuss the theoretical aspects of conducting business over the internet and apply the same to specific practical situations
2. Students would be able to demonstrate an understanding regarding the different e-business models and examine the challenges faced by each of them
3. Students will be able to evaluate the different e-payment options and effectively apply the knowledge in analysing the given practical situations
4. Students would be able to critically examine the legal, privacy and security issues concerning E-business and recommend solutions to overcome them

Course outline

Module 1

Introduction To E Business: Origin - Overview of E-Business - Need and factors affecting Electronic Business - Features of Electronic Business. Electronic business Framework - Enablers of e-business, Information Services; Interpersonal Communication; Shopping Services; Virtual Enterprises, Web 2.0 and Social Networking, Mobile Commerce, S-commerce, T-Commerce, Economic and social impacts of e-business.

Module 2

E Commerce Business Models: Business to Consumer (B2C) - Business to Business (B2B) - Consumer to Consumer (C2C) - Peer to Peer Business Models, M-Commerce Business Models - Sharing economy - Value Proposition - Revenue Model, Market Opportunity - Competitive Environment - Competitive Advantage, Market Strategy, Organizational Development, Management Team.

Module 3

Electronic Payment Systems: Electronic Data Interchange - Paying via the Net - Payment Protocols - Payment Gateways - Payment and Content Management, Role of Application

Service Providers (ASPs) in Payment via the Internet, Electronic Payment Systems (Cash, Check, Credit Card, Stored Value, Accumulating Balance), Working of Online Credit Card.

Module 4

Business Applications: E-Commerce and retailing - On-line retail industry dynamics - On-line mercantile models from customer perspective; Management challenges in on-line retailing, E-Commerce and on-line publishing - On-line publishing approach from customer perspective. **Module 5**

Legal, Privacy Issues, Security and Future: Web security Introduction - Firewalls and transaction security. Knowledge management in the e-Commerce Era - Search Engine Optimization (SEO), Indian e-Commerce Scenario; IT Act, Legal issues in E commerce, Indian Convergence Bill; Cyber Appellate and public key infrastructure (PKI), Hype Cycle, Attribution Modeling

Pedagogical tools

Lecture, Videos, Case Study

Intended Skill-sets from the Course

Employability

Recommended Books:

1. Bharat Bhaskar, E-commerce: Framework, Technologies and applications. McGraw Hill Education (India) pvt ltd, 4th Edition.
2. Harvey M.Deitel, Paul J.Deitel& Kate Steinbuhler, E-business and E-commerce for Managers, Pearson, 2011.
3. Kalakota R- Electronic Commerce - Frontiers of E-Commerce, Pearson Education, 2007, 3rd Ed.
4. Kenneth C. Laudon and Carol GuercioTraver, E Commerce: Business, Technology, Society, Pearson Education, 3rd Ed.
5. Krishnamurthy S, E-Commerce Management: Text and Cases, Cengage South-Western, 2006.

CLOUD COMPUTING

Course Outline

Module 1

Introduction to Cloud Computing: Evolution - Cloud Computing, Hardware, Internet and Software, Virtualization. Cloud service Attributes: Access to the cloud, Cloud Hosting, Information technology support. Characteristics of Cloud Computing: Rapid Elasticity, Pay per use, Independent Resource Pooling, Network Access, Web Services on Cloud

Module 2

Cloud Services Applications: Cloud Delivery Models- Infrastructure-as-a-Service, Platform-as-a-Service, Software-as-a-Service. Cloud Categories: Public Cloud, Private Cloud, Hybrid Cloud, Community Cloud. Applications – Online Planning and Task Management –Event Management CRM. Cloud service development tools -word processing, databases, storing and file sharing on cloud.

Module 3

Cloud Computing For Managers: Centralizing Email Communications – Collaborating on Schedules - To-Do Lists, Contact Lists. Online Community development, Online collaboration tools for projects, Cloud Computing for Business

Module 4

Cloud Management: Privacy and its relation to Cloud-based Information Systems. Security in the Cloud: Data Security and Control, Provider Loss, Subpoenaed Data, Lack of Provider Security, Encryption. Common Standards in the Cloud, End-User Access to the Cloud Computing, Legal and Ethical dimensions, Cloud Pricing Models.

Module 5

Virtual Office Management: Web-based communication tools, Web Mail Services, Web Conference Tools, Social Networks and Groupware, collaborating via blogs and Wikis, IBM, Amazon Ec2, Google Apps for Business.

Recommended Books:

1. John W. Rittinghouse and James F. Ransome, Cloud Computing Implementation, Management and Security, CRC Press, Taylor & Francis Group, Boca Raton London, 2010.

2. Kumar Saurabh, Cloud Computing – Insights into new era infrastructure, Wiley India, 2nd Edition,
3. Michael Miller, Cloud Computing: Web-Based applications That Change the Way You Work and Collaborate Online, Que Publishing, 2009
4. Haley Beard, Cloud Computing Best Practices for Managing and Measuring Processes for On-demand Computing, Applications and Data Centers in the Cloud with SLAs, Emereo Pty Limited, July 2008.
5. Alfredo Mendoza, Utility Computing Technologies, Standards, and Strategies, Artech House INC, 2007
6. Bunker and Darren Thomson, Delivering Utility Computing, John Wiley & Sons Ltd, 2006.

INFORMATION SECURITY MANAGEMENT

Course Outline

Module 1

Introduction to Information Security: The business need for security - Confidentiality, availability, integrity et al. Components of an information system - Software, hardware, data, people, procedures. System and security development lifecycles.

Module 2

Risk Management: Risk Management terminology - Agents, threats, vulnerabilities, etc. Risk Identification, assessment (quantitative and qualitative) - Risk appetite and residual risk - Selecting a risk control strategy - Risk management frameworks – NIST, ISO 31000.

Module 3

Planning for Security: Methodologies for Information Security Evaluation and Assurance - ISO 27000, Common Criteria, NIST Framework - Security education and training - Business Continuity strategies.

Module 4

Security Technologies: Firewalls and VPNs - Intrusion detection, scanning and analysis tools - Penetration testing approaches and tools - Physical security controls.

Module 5

Implementing Information Security: Information security project management - Technical aspects - Non-technical aspects.

Recommended Books:

1. Eric A. Fisch ,Gregory B. White, Secure Computers and Networks: Analysis, Design, and Implementation , CRC Press
2. Harold F. Tipton and Micki Krause, Information Security Management Handbook, Sixth Edition, ,Auerbach Publications.
3. Michael E. Whitman and Herbert Mattord, Principles of Information Security, 4th Edition, Cengage Learning (2012)
4. Ron A. Weber, Information Systems Control and Audit, Pearson Education India (2002)

SOFTWARE QUALITY MANAGEMENT

Course Outline

Module1

Software Quality: Meaning and definition of Software Quality. Quality control v/s Quality Assurance, Quality Assurance in Software at each Phase of SDLC.QMS in an organization. Need for SQA group. Software CMM and other Process improvement Models.

Module 2

Software Quality Measurement and Metrics: Product Quality Metrics: Defect Density, Customer Problems Metric, Customer Satisfaction Metrics, In-Process Quality Metrics: Defect Arrival Pattern, Phase-Based Defect Removal Pattern, Defect Removal Effectiveness, Metrics for Software Maintenance: Backlog Management Index, Fix Response Time, Fix Quality.

Module 3

Basic Quality Tools : Ishikawa's Diagram, Pareto Diagram, Histogram, Run Charts, Scatter Diagram, Control Charts, Cause & Effect Diagram, Relations Diagram

Module 4

Six Sigma Methodology: Define Six sigma. Tracking Xs and Ys.Six ingredients of Six Sigma.Three ways to Six Sigma – Process Improvement, Process Design/Redesign, Process Management. Organizing for six sigma – Leadership Group, Project Sponsors & Champions, Implementation leader, Master Black Belt, Black Belt, Team, Process owners. DMAIC Vs DMADV process.

Module 5

Software Verification, Validation & Testing: Objectives and Limits of Testing, Value Vs Cost of testing, Test Planning, Static Testing, Functional Testing, Structural Testing, Performance Testing, Testing Environment, Automated Testing Tool, Analysing and Interpreting Test Results.

Recommended Books:

1. Nina S Godbole, *Software Quality Assurance*: Narosa Publishing House Pvt. Ltd
2. Stephen H. Kan, Kan, *Metrics and Models in Software Quality Engineering*, Second Edition, Pearson Education, Inc.
3. Gerald D. Everett, Raymond McLeod, *Software Testing- Testing Across the Entire*

Software Development Life Cycle, John Wiley & Sons , Inc Publication.

4. PankajJalote, *CMM in Practice. Processes for Executing Software Projects at Infosys*, Pearson Education

ENTERPRISE RESOURCE PLANNING

Introduction

The subject intends to Understand how Enterprise Resource Planning software is used to optimize business processes. To grasp the activities of ERP project management cycle To understand the emerging trends in ERP developments

Learning Outcomes

1. Students would be able to understand and apply the Fundamental technology behind enterprise systems
2. Students will be able to critically evaluate the various ERP Functional Module, Integration of ERP, Supply Chain and CRM
3. Students would be able to analyze the ERP Implementation process
4. Students will be able to critically evaluate Success and Failure factors of ERP Implementation

Course Outline

Module 1

Introduction: Overview of enterprise systems – Evolution - Risks and benefits - Fundamental technology - Issues to be consider in planning, design and implementation of cross functional integrated ERP systems.

Module 2

ERP Solutions and Functional Modules: Information Systems – Overview of ERP software solutions Small, medium and large enterprise vendor solutions - ERP Functional modules, BPR and best business practices - Business process Management.

Module 3

ERP Implementation: Planning, Evaluation and selection of ERP systems - Implementation life cycle ERP implementation - Methodology and Frame work - Training - Data Migration. People Organization in implementation-Consultants, Vendors and Employees.

Module 4

Post Implementation: Maintenance of ERP - Organizational and Industrial impact; Success and Failure factors of ERP Implementation.

Module 5

Emerging Trends on ERP: Extended ERP systems and ERP add-ons -CRM, SCM. Business

analytics - Future trends in ERP systems-web enabled - Wireless technologies, cloud computing.

Pedagogical tools

Lecture, Videos, Case Study

Intended Skill-sets from the Course

Employability

Recommended Books:

1. Alexis Leon, ERP demystified, second Edition Tata McGraw-Hill, 2008.
2. Jagan Nathan Vaman, ERP in Practice, Tata McGraw-Hill, 2008
3. MahadeoJaiswal and Ganesh Vanapalli, ERP, Macmillan India, 2009
4. Mary Sumner, ERP, Pearson Education, 2008
5. Rajesh Ray , Enterprise Resource Planning, Tata McGraw-Hill, 2011
6. 6.Sinha P. Magal and Jeffery Word, Essentials of Business Process and Information System, Wiley India, 2012
7. Vinod Kumar Grag and N.K. Venkitakrishnan, ERP- Concepts and Practice, Prentice Hall of India, 2006

DECISION SUPPORT SYSTEM

Introduction

Through this course the students will be able to understand appropriate modelling techniques for supporting semi-structured business decision making. The students will also be able to understand the developmental process of DSS

Learning Outcomes

1. Students would be able to understand and apply the different types of decision support systems.
2. Students would be able to understand and analyze the concept of knowledge management.
3. Students would be able to compare and contrast between Group Support Systems, Enterprise Decision Support Systems and Knowledge Management Systems
4. Student would be able to analyze different Advanced Intelligent Systems

Course Outline

Module 1

Introduction: Management Support systems - Decision making, Models. DSS Overview - Data – Model. Knowledge – Types - Defining Knowledge Management – Evolution of KM.

Module 2

Data - Data Collection, Data Warehousing and Data Mining. Data visualization – Modeling - Static and dynamic. Optimization - Simulation. Multidimensional modeling.

Module 3

Group Support Systems, Enterprise Decision Support Systems and Knowledge Management Systems: Group support system (GSS) meaning - Technologies, Enterprise DSS, Knowledge Management – concepts – basic KM discipline and emerging trends, Knowledge management methods, Technologies and Tools.

Module 4

Knowledge Based DSS : Artificial Intelligence - Knowledge management relationship with AI - AI methods used in KMS, Knowledge Acquisition and validation - Knowledge representation - Inference techniques.

Module 5

Advanced Intelligent Systems: Neural Computing - Fuzzy Logic - Intelligent Agents – Implementation – Integration - Intelligent DSS

Pedagogical tools

Lecture, Videos, Case Study

Intended Skill-sets from the Course

Employability

Recommended Books:

1. Efraim Turban and Jay E. Aronson, Decision Support System and Intelligent Systems, Prentice Hall International, 9th Edition 2010.
2. Elias M. Awad and Hasan M. Ghazri ,Knowledge Management, Pearson Education.
3. George M Marakas, Decision Support System, Prentice Hall International, Paperback Edition, New Delhi, 2003.
4. Haag, Cummings and McCubrey, Management Information Systems for the Information Age, McGraw Hill, 2005. 9th edition, 2013.
5. Janakiraman V. S and Sarukesi K, Decision Support Systems, Prentice Hall of India, 6th Printing 2006.
6. Thohothathri Raman A, Knowledge Management – A resource book ,Excel Books, 2004.
7. VahidLotfi, Decision Support System for Operation Management and Management science, McGraw Hill Inc, International Edition, New Delhi 1996.

SOFTWARE PROJECT MANAGEMENT

Introduction

Learning Outcomes

Course Outline

Module 1

Software engineering and management: Functions of management, Need for software management, Conventional software management. Evolution of software Economic. Improving software Economics, conventional and modern software engineering.

Module 2

Software development as a process: Building the software development team - Team building as a process, The Apollo syndrome, Management Styles, A maturity model for software project management, Process of team building, developing and maintaining project plan – Software development plan, using the work break down structure, optimizing the project plan using the design structure matrix, risk management.

Module 3

Management Methods and Technology: Selecting a software development life cycle model – the software quality life cycle, modeling process, life cycle models, selecting a software development life cycle, modeling the target system – requirements modeling methods, requirements analysis using self-interaction matrices, real time systems. Estimating project size, cost and schedule – costing and sizing software projects, software lifecycle management, 3D function point method, cost variance method ,Tracking the software project plan – tracking schemes, Earned Value Management (EVM), precedence diagramming for cost and schedule control, tracking remedial action.

Module 4

Managing software professionals: Improving team performance – basics, relative importance of workplace, models of motivation, managing high performance teams-Evaluating software development team – classic techniques for valuating individuals, Strategy Based Evaluation methods (SEM), the SEM process, traditional performance evaluation methods, evaluating the software development team.

Module 5

Future of software management: Modern project profiles, Next generation software economics, Modern process transitions Agile, SCRUM approaches of project management.

Pedagogical tools

Intended Skill-sets from the Course

Recommended Books:

1. Lawrence J Peters .Getting results from software development teams, Microsoft Press
2. Walker Royce, Software project Management, Addison-Wesley
3. Sanjay Mohapatra, Software Project Management – Cengage Learning

DATABASE MANAGEMENT

Course Outline

Module 1

Introduction: Data, database – meaning, DBMS – DBMS models. Querying data with SQL, Developing SQL Databases. Manipulating Data using data manipulation language (DML) Expressions - Reporting .Normalization- types and need for Normalization

Module 2

Database Implementation: Query Processing basics and optimization. Transactions Models, Concurrency Control – Recovery, Security and Authorization – Storage, Indexing and Hashing

– ISAM (Indexed Sequential Access Method), B-Trees – Kd Trees – X Trees, Dynamic Hashing.

Module 3

Distributed Databases: Meaning – Architecture - Advantages, Optimization Access Strategies, Distributed Transactions Management, Concurrency Control – Reliability.

Module 4

Object Oriented Databases: Object Oriented Concepts – Data Object Models –Object Oriented Databases. Issues in OODBMS - Object Oriented Relational Databases – Object Definition Languages – Object Query Languages.

Module 5

Emerging Trends: Data Mining – Data warehousing – Star, Snowflake, Fact Constellation. Open source database systems. Scripting Language, JDBC (Java Database Connectivity), ODBC (Open Database Connectivity), Big data analytics.

Recommended Books:

1. Peter Rob and Carlos Coronel, Database System and Design, Implementation and Management, 7th edition, Cengage Learning.
2. RamezElmasri and Shamkant B. Navethe, Fundamentals of Database Systems, 4th , Pearson Education, 2004.
3. Jeffrey A Hoffer et al, Modern Database Management, 10th Edition, Pearson Education, 2012.

4. Abraham Silberchatz, Henry F. Korth and S.Sudarsan, Database System Concepts, 5th Edition, McGraw Hill
5. Thomas M. Connolly and Carolyn E. Begg, Database Systems – A Practical Approach to Design, Implementation and Management, 3rd edition, Pearson Education, 2003.

E-BUSINESS STRATEGY

Introduction

This course describes and evaluates predominant e-business models and strategies and activities involved in formulating and implementing e-business strategies. This course also discusses the challenges and business opportunities of mobile commerce and social networks and helps in developing strategic plans for e-business initiatives.

Learning Outcomes

1. The students should be able to analyse different e business models and comprehend their activities
2. Develop an insight Strategy for Interaction with Suppliers: Demonstrate in real time projects
3. Evaluate the effectiveness of different e- CRM and select the best.
4. Apply the concepts of E business to create an e business website

Course outline

Module 1

Introduction to E-Business Strategy: overview of e-business and e-business strategy - External and internal analysis- Five Forces analysis - SWOT analysis, segmenting/targeting markets, value chain and value networks; Sustaining competitive advantage - building up barriers to imitation, dealing with threats of disruptive innovations in E-business.

Module 2

Strategy Options in E-Business Markets: Strategy fundamentals, e-business revenue models, fit between strategy and value chain; Exploiting new market spaces - value curve, new value creation, early mover advantages/disadvantages; Strategy for internal organization: make-or-buy decisions, organizational structure for e-business activities.

Module 3

Strategy for Interaction with Suppliers: E-procurement, e-SCM, B2B business models, B2B marketplaces and portals, auctions; Enhancing E-service collaboration with enforcement and relationship management.

Module 4

Strategy for Interacting with Customers: Consumer behavior and market segmentation, e-

CRM, e-marketing, social networking strategies; Market research, role of intermediaries.

Module 5

E-Business Implementation: Creating effective web presence- customer-centric website design, website usability testing/evaluation frameworks, examples of winning e-business websites; Technology infrastructure -Web 2.0 Environment and Social Networks; M-Commerce, cyber trust, ethics, security and privacy.

Pedagogical tools

Lecture, Videos, Case Study

Intended Skill-sets from the Course

Employability

Recommended Books:

1. Dave Chaffey, E-Business and E-Commerce Management: Strategy, Implementation and Practice, Prentice Hall.
2. Efraim Turban, Jae Lee, Michael Chung and David King, Electronic Commerce: A Managerial Perspective, Pearson/Prentice Hall
3. Mayer R, Chaffey D., Ellis-Chadwick, F and Johnston, K, Internet Marketing: Strategy, Implementation and Practice, Prentice Hall

Operations Management Electives

Course Code	Elective Course	Semester
PMO3CST0121	Materials and Purchase Management	S3
PMO3CST0221	Management of Technology and Innovation	S3
PMO3CST0321	Total Quality Management	S3
PMO3CST0421	Supply Chain Management	S3
PMO3CST0521	Advanced Project Management	S3
PMO4CST0121	Industrial Safety and Occupational Health	S4
PMO4CST0221	Operations Strategy	S4
PMO4CST0321	World Class Manufacturing	S4
PMO4CST0421	Service Operations Management	S4
PMO4CST0521	Global Operations & Logistics Management	S4

MATERIALS AND PURCHASE MANAGEMENT

Introduction

This course will familiarize the participants, the concepts and techniques of Materials Management and will provide an understanding to the advanced concepts and practices in Purchasing and Material Planning.

Learning Outcomes

1. Identify the scope for integrating materials management function over the logistics and supply chain operations.
2. Identify, study, compare, and evaluate alternatives, select and relate with a good supplier.
3. Apply various purchasing method and inventory controlling techniques into practice.
4. Analyze the materials/equipment's in storage, handling, packaging, shipping, distributing and standardizing.

Course Outline

Module1

Introduction to Materials Management, Concept significance and strategic role of Integrated Materials Management. Materials planning and forecasting, Material Handling: Material Planning – Factors affecting Material planning – Techniques of material planning Materials Requirement Planning (MRP).

Module2

Inventories – Definition-Classification of Inventories- Need for inventories, Inventory Planning and Control Models –EOQ Model, Quantity Discounts, Reorder point – Lead Time Analysis – Safety stocks – Q System – P System – S System. Classification, Codification, Universal product Code, RF Id System, ABC analysis –VED, GOLF, FSN, HML.

Module3

Purchasing Fundamentals , Make or Buy, Source Selection , Vendor Rating and Vendor Development , Value Analysis, Purchase Negotiations, Purchase Timing Purchase Contracts, Purchase Insurance , Purchasing Capital Goods, Seasonal Goods, Imported Goods. Deferred Payment Schemes – Lending Institutions Leasing Trends.

Module4

Stores Management Concepts, Location and layout of Warehouses – Different typical models, Stores Procedures and Records for Receipt, Inspection, Issue, Reorder checking. Materials handling Equipments Cranes, Tower cranes, Lifting equipment, Series lifting equipment, Lifting platforms, Continuous mechanical handling equipment, Monorail conveyors, Belt, chain and overhead conveyors, Industrial trucks.

Module5

Stores audit. Management of dead stocks, surplus stocks and scraps, Systems & Procedures for disposal and Control.

Pedagogical tools

Flip Learning, Lectures, Case-Studies

Intended Skill-sets from the Course

Employability Skills

Recommended Books:

1. Gopalakrishnan P &Sundarasan M, *Materials Management: An Integrated Approach*, Prentice Hall of India
2. Datta A.K, *Materials Management Text and Cases*, Prentice Hall.
3. J.R.Tony Arnold & Stephen N. Chapman, *Introduction to Material Management*, Pearson Education
4. Gopalakrishnan P, *Handbook of Materials Management*, Prentice Hall.

MANAGEMENT OF TECHNOLOGY & INNOVATION

Introduction

The students will be able to utilize the skills acquired in the course for the effective management of Technology and Innovation to build strategic capabilities that result in sustainable competitive advantage

Learning Outcomes

1. Identify and critically analyse technology and innovation management issues
2. Evaluate technologies and innovations and select appropriate strategies to manage them
3. Able to design and implement innovation strategies in organisations, corporate foresight and technology with the aim of detecting sources of competitive advantage for evaluating and selecting various proposals
4. Interpret theories and models of innovation, analyse and make recommendations on practical business strategy problems

Course Outline

Module1

Meaning & Importance of Technology and Innovation, Process & importance of management of Technology and Innovation, Technology – Market Pull theory, Technology push theory, Measuring technology change Stages in strategic technology life cycle.

Module2

Significance of MTI in Strategic Management, Integrating MTI and Strategy – Capabilities: the Building blocks of strategy, Technology and Competitive Advantage. – Analysis of Technology-Continuous, Radical, Offensive, Defensive Technology, Technology Life cycle - S-curve

Module3

Innovation Planning- when to innovate or not, Types of Innovation, Innovation planning process, Factors that help innovation planning, Technology stages and planning, Internal Innovation: Implementation- Issues in Implementation- Leadership, Engagement, Extension and Alignment, Innovation:- Evaluation and Control- Evaluation and Control Process, Types

of Control, Advantages and disadvantages, Innovation Project Management and New Product Development.

Module4

Obtaining Technology: Planning – Alliances, Merger & Acquisition, Technology acquisition, Obtaining Technology: Implementation – Key Implementation issues in acquisition of technology, Key elements in acquisition of technology, Characteristics and types of acquisitions, Execution of technology acquisition. Obtaining Technology: Evaluation and Control- Places where evaluation and control occur- Evaluation of capabilities, Due Diligence before technology acquisition, negotiating the deal, integrating the new technology in the system, Ongoing evaluation & control, Metric for evaluation and gap analysis.

Module5

Managing Platform and Portfolio of Technology- Technology Innovation complexity and its management, Product platforms and Platform strategy, Portfolio management- Characteristics of Portfolio management, Building strategic success through technology and Innovation- Building capabilities, Sustainable competitive advantage and strategic decisions, Organizational learning and knowledge management – Learning activities, types of learning, Impact of structure on learning, Dimensions of Knowledge management, creating a fit between organization components and knowledge management, Innovation waves and predicting future- Waves of Technology innovation, Methods of viewing future, Predicted future technologies.

Pedagogical tools

Flip Learning, Lectures, Case-Studies

Intended Skill-sets from the Course

Employability Skills

Recommended Books:

1. Strategic Technology Management, Frederick Betz. – McGraw Hill
2. Strategic Management of Technology and Innovation, Margaret A. White & Garry D. Bruton – South Western Education Publishing
3. The Management of Innovation & Technology, John Howells – Sage Publishing

TOTAL QUALITY MANAGEMENT

Introduction

The subject intends to familiarize the participants concepts and techniques in Total Quality Management. It also develops skills to use Quality control tools and techniques in solving problems relating to quality control.

Learning Outcomes

1. The Students will get familiarised with the concepts and techniques in Total quality management
2. The Students will develop the skill to use quality control tools and techniques in solving quality problems
3. The students will be able to understand the concept of six sigma and application of six sigma
4. Students get familiarize with the prestigious quality awards prevails in the industry and also understand the industrial standards maintained by companies to sustain and maintain the quality criteria

Course Outline

Module1

Quality Management – Concept, Features, Dimensions of Quality, Key elements of total quality, TQM strategies, Customer satisfaction, Employee Participation, Quality Gurus – Deming's Principles on Total Quality Management, Juran's Trilogy, Crosby's principles on Quality Management.

Module2

Statistical Quality Control (SQC) Concepts, Acceptance Sampling by variables and attributes Control Charts for variables, fraction defectives and defects. Seven Tools of Analysis – Control Chart, Pareto Diagram, Ishikawa Diagram, Histogram, Flow Charts, Scatter Diagram, and Stratification – New Seven Analysis tools.

Module3

Benchmarking - Types, Reasons, Process. Quality Function Deployment (QFD) –Benefits, QFD Process, House of Quality. Failure Mode and Effect Analysis (FMEA). Taguchi

Quality Loss Functions. Total Productive Maintenance (TPM) – Concepts, Objectives, Fundamental Elements, Total Preventive Maintenance, Components.

Module4

Six Sigma-Origin, Goals of six Sigma, Root cause Analysis, Need for six sigma, Role of Six Sigma green belts, Black belts, Master black belts, Champions in Six sigma implementation, Competitive level- concept of world class, Six Sigma Methodology-DMAIC Approach, SIPOC concept, Voice of Customer, concept of sigma rating, Six sigma in Service sector- Successful implementation of six sigma in global companies. Cost of Quality – Quality planning – Quality information feedback– Internal customer concept.

Module5

Quality awards – Rajiv Gandhi National Quality Award, Deming Application Prize, European Quality Award, and Malcolm Baldrige National Quality Award. ISO 9001, ISO14000, Future of quality system audit, Audit objectives, Types of Quality audit, Quality Auditor, Audit performance.

Pedagogical tools

Lecture, Case Study, Presentations, Video

Intended Skill-sets from the Course

Employability Skills

RecommendedBooks:

1. Dale H Besterfield, *Total Quality Management* Pearson Education, NewDelhi
2. Juran Joseph M, *Total Quality Management*, McGraw Hill.
2. Jain, *Quality Control and Total Quality Management*, Tata McGraw Hill.
3. Thomas Pyzdek, *Six Sigma Handbook*, McGraw Hill Education India Pvt Ltd., 2015.

SUPPLY CHAIN MANAGEMENT

Course Outline

Module1

Supply Chain – Participants, Stages, Flows, Processes, Decision phases Views –Cycle, Push pull, Key concepts – Bull Whip Effect: Causes and Solution, Implied demand uncertainty, Strategic capabilities, Strategic Fit, Issues and obstacles in achieving Strategic fit, Efficient and responsive supply chain, Supply Chain Drivers – Facilities, Inventory, Transportation, Information, Sourcing, Pricing. Role of SC Drivers in supply chain, Decisions and Trade off in SC decisions regarding these Drivers, Supply chain Risk- Supply chain vulnerabilities, Risk mitigation and resilience.

Module2

Procurement Planning & Implementation - Procurement Policies, Supplier selection, Reverse auction, Spend analysis, Kraljic's Matrix, Supplier performance assessment. Contract negotiation and management, Strategic sourcing, Out sourcing Benefits and risks, Global sourcing – Do's and Don'ts. (case studies), E-Procurement- Types of E-markets, Framework for matching E-Procurement strategies with Type of goods purchased, Procurement fraud- detection and prevention, Best Practices in Procurement.

Module3

Logistic management and how it creates value, Functional areas of logistics and their interrelationship, Types of logistical arrangements, Logistics partnerships 3PL, 4PL and emergence of 5 PL. Reverse Logistics, Global logistics- Basic concepts, Terms of Sale in global trade-INCOTERMS, Uniform Commercial code, Key Global Documentation, Warehousing - Strategic Warehousing and its role in logistical system, Principles of warehouse design, type of warehouses, Warehouse design considerations, Warehouse decisions, Security Safety and Maintenance of warehouse, transportation – Role of transportation in a supply chain, Modes of transportation and its choice, Design options for transportation networks, Tradeoffs in Transportation design.

Module4

Designing Distribution Networks – Role of distribution in supply chain, Factors influencing Distribution network design, Design Options in Distribution network. E business and Distribution networks, Designing supply chain Network – Design Decision in supply chain network, Factors influencing network design. Frame work for Network design decisions,

Designing Global Network – Off shoring decisions- total cost considerations, Risk management in Global supply chains, Practical aspects of global supply chain design decisions.

Module5

Market categorization supply chain measurement categories, Frame work for measuring supply chain performance, SCOR Model and Supply chain performance metrics and diagnostic Measure, Current topics –Virtual supply chains, Green Logistics, Agile – the new lean supply chain, Closed loop or Cradle to Cradle supply chain, Omni channel supply chain. Postponement Strategies in supply Chain.

RecommendedBooks:

1. Supply Chain Risk Management, Vulnerability and Resilience in Logistics, Donald Walters
2. Manufacturing Operations and Supply Chain Operations, The Lean Approach, David Taylor and David Brunt.
3. Donald J Bowersox, David J Closs, M Bixby Cooper, Supply chain Logistics Management
4. David Simchi- Levi, Philip Kaminsky, Edith Simchi – Levi, Designing & Managing the supply chain concepts strategies & Case studies.

ADVANCED PROJECT MANAGEMENT

Course Outline

Module1

Projects- Defining Projects, Characteristics of projects, Projects vs Operations, Types of Projects, Project life cycle, Determinants of Project Success. Project stakeholders. Project Management-Defining Project Management, Project Manager- Project managements Skills& Leadership traits, Understanding terms Program Management and Portfolio management.

Module2

Generation and screening of project idea, Project Selection- Theoretical knowledge in the Non-Financial techniques of Project Selection- Check list method, Simplified Scoring model, Analytical Hierarchy Process, Profile Model. Project Planning –Elements of Project Plan, Project Organization Structure- Project organization and matrix organization advantages and limitations. Planning for Project Risks – Analysis of project risk, Firm risk and Market risk, Cost benefit analysis, Steps in Risk management, Methods of Mitigating risks.

Module3

Project implementation: Estimating Project Budgets, Process of cost estimation, Scheduling: Gantt Charts –Constructing Gantt charts, Advantages and limitation of Gantt charts. Network Techniques PERT and CPM, Risk analysis using simulation, CPM - Crashing of projects – Typical reason to crash a project, Options for accelerating activities, Time cost Tradeoff for Crashing Projects.

Module4

Monitoring and information systems: Information needs and the reporting process, computerized PMIS, Earned value analysis, Planning - Monitoring - Controlling cycle, Project control: types of control processes, Project Evaluation – Project performance evaluation Tools- S Curve, Milestone analysis, Conceptual knowledge of Earned value management method. Project auditing: Construction and use of audit report, Project audit life cycle, Essentials of audit and evaluation.

Module5

Project Termination –Types of termination, Natural Termination- The Closeout process- Handing over, gaining acceptance, harvest benefit, Review, record and Disbanding team. Hindrance to effective close out. Early Termination – Decision rules for early termination, shutting down projects, Emotional issues, Claims disputes and protections available to

organizations. Project Final Report- Objectives and importance of Final report, Elements in Final report.

Recommended Books:

1. A Guide to the Project Management Body of Knowledge: PMBOK® Guide (Fifth Edition)
2. Project Management – Achieving Competitive Advantage, Jeffrey Pinto
3. Advanced Project Management- A Structured approach , Frederick Harrison and Denis lock
4. Project Management – A Systems Approach to Planning Scheduling and Controlling, Harold Kerzner.

INDUSTRIAL SAFETY& OCCUPATIONAL HEALTH

Introduction

This course will provide the students a basic understanding of Industrial safety, Hygiene and Occupational Health. It will also provide conceptual knowledge to the various aspects of Industrial Hygiene and Occupational health that would enable them to appreciate and motivate them to make the workplace a better place for all employees.

Learning Outcomes

1. Understand industry health and hazards
2. Understand about the different accidents that occurs in industry and how to prevent them
3. Apply the concepts of accident prevention in organisations
4. Apply the concepts of safety in organizations

Course Outline

Module1

Understanding the importance of safety at work: Concept of Safety-Applicable areas- Recognition, evaluation and control of physical hazards- Hazard Analysis, Human Error and Fault Tree Analysis-Emergency Response-Hazards and their control in different manufacturing and processing industries.

Module2

Industrial Accidents: Causes and effects of Industrial accidents-Impact of accidents on employees, union, management and society- Organization's Role and Responsibility in the Prevention of Accidents- Different models.

Module3

Standard of Safety Norms-Indian scenario Safety Protection, Safety Policy, Personal safety, Responsibilities of management in health and safety, Functions of National Safety Council, Concept of health and occupational health, Spectrum of health, Occupational and work related diseases, Levels of prevention, History of occupational health, Characteristics of occupational diseases, Essentials of occupational health service, personal protective equipment (respiratory and non-respiratory)

Module4

Concept of workplace and its design, Improving safety and productivity through work place design control measures, Technical and engineering control measures. Control measures against human error, Preventive maintenance. Role of Preventive maintenance in safety and health, Safety and good housekeeping, Typical accidents due to poor housekeeping, Clean-up campaigns, Inspections and check-list. Result of good housekeeping, Plant safety observation, Plant Safety Inspections, Safety sampling, Safety Surveys, Safety Inventory System, Product Safety, Permit to work systems, Safety tag systems.

Module5

Accidents in workplace-Types, Investigation methods, Analysis, Reporting and Recording, Injuries -First aids- Health problems in different types of industries – construction, textile, steel, food processing and pharmaceutical, Fire- Causes, Types of fire, Extinction of fire, Prevention of fire.

Pedagogical tools

Lecture,, Case Study

Intended Skill-sets from the Course

Entrepreneurial skill

Recommended Books:

1. Dr.NaseerElahi, Industrial Safety Management, Gyan Publication, New Delhi.
2. L.M. Deshmukh, Industrial Safety Management, Tata McGraw Hill.
3. R.K.Trivedi, Pollution Management in Industries, S Chand Publishing, New Delhi.

OPERATIONS STRATEGY

Introduction:

The course enables students to formulate the strategy in terms of the capacity, supply networks, process technology, new product and service development. The course also helps students in developing an understanding of how to design a company's operational strategy.

Learning Outcomes

1. Students are able to develop an understanding of how to design a company's operations model.
2. Provide knowledge to formulate the strategy in terms of the capacity, supply networks, process technology, New product and service development
3. Demonstrate knowledge and skill in formulation and successful implementation of Operations strategy.
4. Enable students to understand and design operative strategy to meet the competitive strategy of the company.

Course Outline

Module1

Operations Strategy- Importance and Linkage with Corporate strategy, Strategies and values, Competing through operations. Operation strategy in global economy-Strategic alliances and production sharing, Fluctuations of international financial conditions and international companies.Changing nature of world business. Quality, Customer service and cost challenges.

Module2

Value as business concept – strategic issues in manufacturing – Value Chain concept Focus, core competence and distinctive capabilities – stake holders & strategy, Checking markets, Outcome of Market debate – Linking manufacturing to Markets – strategic integration –Order Winners, Order Qualifiers.

Module3

Technology strategy Issues in New Product development Time to market – strategic nature of process– Business implication of Process choice – Hybrid Process. Change management and

Sustainability Procedure – company or plant based profiles – decisions for product reallocation – downsizing – Capacity decisions Progression & Regression. Evaluating various trade offs alternatives – Focused manufacturing – Product or process focus –value chain approach

Module4

Humanistic aspects of operations strategies, Strategic quality management: TQM, Quality policy, goals, objectives and audit, Total Productivity Management, Strategic aspects of Environment Management System (EMS) and Social Accountability (SA) Standards, Leveraging IT for strategic management of Operations.

Module5

Sustainable alignment- sustaining alignment over time, Formulation of strategy, Formulation models for alignment, Operations strategy formulation challenge, New approaches to Operations strategy- TQM, Lean, Business process re-engineering, ERP Six sigma, Purpose of Implementation- Strategic context, Point of entry, The process of operations strategy deployment-The methodological context, Project – delivery context, participation – Operational context.

Pedagogical tools

Lecture, Presentations, Case study, Videos.

Intended Skill-sets from the Course

Employability skills

Recommended Books:

1. Operations Strategy, Nigel Slack, Pearson Education limited
2. Operations strategy, David Walters. Palgrave Macmillan.
2. Operations Management by Terry Hill, Palgrave, 2nd Edition.

WORLDCLASSMANUFACTURING

Course Outline

Module1

Information Age and Global Competitiveness – World Class manufacturing and Information age competition, Manufacturing Challenges of Information age- Time based competition, Problems in manufacturing- Problem of Coordination, Gaining competitive edge through World Class Competition, Cutting Edge Technologies Hall's framework of Value added manufacturing, Schonberger's Framework of WCM, Gunn's Model of WCM.

Module2

Evolution of WCM, First Principles of WCM, Practices in WCM – World Class practices in the factory, Production leveling , Cellular Manufacturing, PP Systems, New product development, Quality in WCM- Deming's, Shingo's Approach to quality management, Toyota production System (TPS)-Waste elimination -The 7+1 non value adding wastes in Business, The culture behind TPS: The 14 Principles.

Module3

Information Management tools – Product and Process design tools-CAD, CAE, CAPP, PDM, Lean Production Tools – JIT, KANBAN, SQC,TPM & OEE, Decision support execution and business tools-MRP, ERP, MES, SCM, Data warehousing and data mining, Material Processing and Handling tools – FMS, CNC machines, Industrial robots, AGV , AS/RS, Lean Production tools- SMED, Poke Yoke, Rapid Prototyping, Manufacturing Strategic Intent Framework, Strategic use of IT in manufacturing, Value Stream Mapping, validation, recommendations, Benchmarking: Definition, mission and objectives, managing benchmarking process, training and code of conduct, future scope and benchmarking process.

Module4

Business Strategy and Global competitiveness, Generic manufacturing strategies for Information age – Innovation, Mass Production, Mass Customization, and Continuous Improvement Strategies, Strategic Thinking in Manufacturing & Issues in Strategic Planning for WCM, Strategic Planning Methodology for WCM, Implementing WCM Plan, Performance measurement – The PO-P system, TOPP System, AMBITE System, Cycle time and Delivery Performance and Customer service, Financial performance, Balance Scorecard.

Module5

HR dimensions in WCM, Morale and teamwork, High employee involvement, Cross

functional teams, Human Integration Management, Total Employee Involvement and the factors that affect the involvement of the people, Manufacturing strategic Intent Classification (MANSI)- World class players, Transitional Players, Inertia Players License regime survivors, Translating Manufacturing Strategic Intent to Action.

Recommended Books:

1. Learning to See: Value Stream Mapping to Add Value and Eliminate MUDA.
Rother, M., Shook, J.
2. World Class Manufacturing – A Strategic Perspective, BS Sahay, KBS Saxena & Ashish Kumar. – Macmillian India
3. The Toyota Way: 14 Management Principles, Jeffrey K. Liker
4. World Class Manufacturing – The Lesson of Simplicity, Richard J Schonberger

SERVICE OPERATIONS MANAGEMENT

Course Outline

Module1

Characteristics of services, Classifications, Types of Service & Service Processes, Service Concept, Service Encounter, Service experience, Strategies for Service Capacity Planning Service and Economy.

Module2

Service design framework- Technology: Its impact on services and their management, Service delivery system, Design and development of Services, Designing New Service – New Service development process, Tools for decision making in new service design, Designing the Service layout strategies, Product Layout, Process Layout, Office layout, Analyzing Processes, Service Blueprinting, Service Quality, Off shoring and Outsourcing Services.

Module3

Service Delivery – Service processes, Service people, Resource utilization, Network technology and information, Service Capacity Planning – strategies for service capacity planning, Managing Service Experience, Managing waiting lines and queues, Revenue and Yield management, Global Service Systems International Trade in Services, Customer as the focus in Global service management, Service strategies for competitiveness in global markets.

Module4

Purpose of performance measurement, Targets and rewards, Benchmarking, Service performance networks, World Class Service, Approaches to operation improvement, Service recovery and Service guarantee, Data Envelopment Analysis and Scoring System.

Module5

Strategic Positioning and Service Strategy, Supply chain in Services- Characteristics and Management, Internet Strategies, Environmental Strategies, Sustainable service Operation, Leadership and teams in service operations, Not for profit and public service operations, Electronic Service Operations Management, Survey of Service industry practices in- Airlines, Hospitality, Healthcare, Financial services, Entertainment, IT, Communication, Education and Environmental Services.

Recommended Books:

1. Successful Service Operations, Richard D Metters. Cengage Learning India Private Ltd
2. Service Operations Management – The total experience, David Parker. 3. Service Management: Operations, Strategy, and Information Technology
1. James A. Fitzsimmons, Mona J. Fitzsimmons – McGraw Hill

GLOBAL OPERATIONS & LOGISTICS MANAGEMENT

Course Outline

Module1

Global Operations & Logistics Evolution and design – Forces of globalization, integrative approach to managing flows in Global operations, Globalization of Operations Strategies – Introduction, Global operation strategies, a conceptual framework-four driving forces of globalization process, Global markets, Technological forces, Global cost forces, Political and macroeconomic forces, current and future challenges, Global Marketing strategies-Geographical Integration- Global versus Local market.

Module2

Supplier Network Development- Evolving concept of Outsourcing, A framework of Analysis, Physical distribution –Architecture of a physical distribution Network in a global operations approach, Logistics Service firms and 3PL, Global operations Strategy – Basic concepts, Difference between International Operations management and International operations strategy, Basic principles of Global operations Strategy- Integration, Coordination, trade off and focus, Globalization of Operations of a firm, Globalization of manufacturing, service, why globalize-Theories and frameworks of globalization, Benefits of globalization.

Module3

Domestic to Global Supply chains- complexities and uncertainties, Vertical Integration Issues in Global Supply chain, Managing productivity & quality, Materials & Sourcing, Technology, HR in global operations, the Cultural impact on global Operations, Global network configuration, Orienting International Facilities- Trade Offs.

Module4

Operations Exposure to exchange rate: Risk and its management, Managing Operations exposure, Pricing strategies for exporting firms, Global sourcing strategies under exchange rate risks.

Module5

Information Management for global operations – Characteristics of Logistics information and Telecommunication system(LITS), Logistics organization and its relationship to LITS, Developing sectoral LITS: Role of information systems, Performance Measurement and Evaluation in global Logistics- Performance information, Measuring performance in functional and sectoral integration, Organization structure for Global Logistics

Excellence – New organizations related to manufacturing and logistics Operations, sectoral logistics cooperation, International factors in Global organizations, Socially responsible global operations and sustainable global operations.

Recommended Books:

1. Global Operations Texts and Cases – Phillippe-Pierre Dornier, Richardo Ernst, Michel Fender, John Wiley and Sons(p) ltd.
2. Managing Global Operations – Cultural and Technical success factors, Scott T Young, and Winter Nie. Quorum books UK.
3. Global Operations Strategy, Fundamentals and Practice, Yeming Gong, Springer