

UNIVERSITY DEPARTMENTS
ANNA UNIVERSITY CHENNAI : : CHENNAI 600 025
REGULATIONS - 2009
CURRICULUM I TO IV SEMESTERS (FULL TIME)
MASTER OF BUSINESS ADMINISTRATION (MBA)
SEMESTER – I

Code No.	Course Title	L	T	P	C
BA9101	Statistics for Management	3	1	0	4
BA9102	Economic Analysis for Business	4	0	0	4
BA9103	Total Quality Management	3	0	0	3
BA9104	Organizational Behaviour	3	0	0	3
BA9105	Communication Skills	3	0	0	3
BA9106	Accounting for Management	3	1	0	4
BA9107	Legal Aspects of Business	3	0	0	3
BA9108	Seminar I – Management Concept	0	0	2	1
Total					25

SEMESTER – II

Code No.	Course Title	L	T	P	C
BA9121	Operations Management	3	0	0	3
BA9122	Financial Management	3	0	0	3
BA9123	Marketing Management	4	0	0	4
BA9124	Human Resource Management	3	0	0	3
BA9125	Management Information System	3	0	0	3
BA9126	Applied Operations Research for Management	3	1	0	4
BA9127	Business Research Methods	3	0	0	3
BA9128	Business Application Software	0	0	4	2
BA9129	Seminar II – Contemporary Management	0	0	2	1
Total					26

SUMMER SEMESTER (6 WEEKS)

SUMMER PROJECT

Project report of the Summer Project is to be submitted by the students within 30 days from the commencement of the 3rd semester. Evaluation report should be sent to the Controller of Examinations by the HOD through the Principal, before the last working day of the 3rd semester.

SEMESTER – III

Code No.	Course Title	L	T	P	C
BA9109	International Business Management	3	0	0	3
BA9110	Strategic Management	3	0	0	3
E1	Elective I	3	0	0	3
E2	Elective II	3	0	0	3
E3	Elective III	3	0	0	3
E4	Elective IV	3	0	0	3
E5	Elective V	3	0	0	3
E6	Elective VI	3	0	0	3
BA9111	Summer Project Report	0	0	0	2
BA9112	Seminar III– Emerging trends in Management	0	0	2	1
	Total				27

SEMESTER – IV

Code No.	Course Title	L	T	P	C
BA9130	Project Work	0	0	24	12
	Total				90

UNIVERSITY DEPARTMENTS

ANNA UNIVERSITY CHENNAI : : CHENNAI 600 025

REGULATIONS - 2009

CURRICULUM I TO VI SEMESTERS (PART TIME)

MASTER OF BUSINESS ADMINISTRATION (MBA)

SEMESTER – I

Code No.	Course Title	L	T	P	C
BA9101	Statistics for Management	3	1	0	4
BA9102	Economic Analysis for Business	4	0	0	4
BA9104	Organizational Behaviour	3	0	0	3
BA9105	Communication Skills	3	0	0	3
BA9108	Seminar I – Management Concept	0	0	2	1
	Total				15

SEMESTER – II

Code No.	Course Title	L	T	P	C
BA9121	Operations Management	3	0	0	3
BA9123	Marketing Management	4	0	0	4
BA9124	Human Resource Management	3	0	0	3

BA9126	Applied Operations Research for Management	3	1	0	4
BA9127	Business Research Methods	3	0	0	3
BA9128	Business Application Software	0	0	4	2
	Total				19

SEMESTER – III

Code No.	Course Title	L	T	P	C
BA9103	Total Quality Management	3	0	0	3
BA9106	Accounting for Management	3	1	0	4
BA9107	Legal Aspects of Business	3	0	0	3
BA9109	International Business Management	3	0	0	3
BA9129	Seminar II – Contemporary Management	0	0	2	1
	Total				14

SEMESTER – IV

Code No.	Course Title	L	T	P	C
BA9122	Financial Management	3	0	0	3
BA9125	Management Information System	3	0	0	3
E1	Elective I	3	0	0	3
E2	Elective II	3	0	0	3
E3	Elective III	3	0	0	3
BA9112	Seminar III – Emerging Trends in Management	0	0	2	1
	Total				16

SUMMER SEMESTER (Six weeks)

SUMMER PROJECT

Project report of the Summer Project is to be submitted by the students within 30 days from the commencement of the 3rd semester. Evaluation report should be sent to the Controller of Examinations by the HOD through the Principal, before the last working day of the 3rd semester.

SEMESTER – V

Code No.	Course Title	L	T	P	C
BA9110	Strategic Management	3	0	0	3
E4	Elective IV	3	0	0	3
E5	Elective V	3	0	0	3
E6	Elective VI	3	0	0	3
BA9111	Summer Project Report	0	0	0	2
	Total				14

SEMESTER – VI

Code No.	Course Title	L	T	P	C
BA9130	Project Work	0	0	24	12
	Total				90

LIST OF ELECTIVES

MASTER OF BUSINESS ADMINISTRATION (MBA)

Course Code	Course Title	L	T	P	C
MARKETING – ELECTIVES					
BA9151	Brand Management	3	0	0	3
BA9152	Retail Management	3	0	0	3
BA9153	Services Marketing	3	0	0	3
BA9154	Advertising & Sales Promotion	3	0	0	3
BA9155	Consumer Behaviour	3	0	0	3
BA9156	Customer Relationship Management	3	0	0	3
BA9157	Event Marketing	3	0	0	3
BA9158	Marketing Metrics	3	0	0	3
BA9159	Advanced Data Analysis	3	0	0	3
FINANCE – ELECTIVES					
BA9160	Security Analysis and Portfolio Management	3	0	0	3
BA9161	Merchant Banking and Financial Services	3	0	0	3
BA9162	International Trade Finance	3	0	0	3
BA9163	Corporate Finance	3	0	0	3
BA9164	Derivatives Management	3	0	0	3
BA9165	Strategic Investment and Financing Decisions	3	0	0	3
BA9166	Risk Management and Insurance	3	0	0	3
BA9167	Micro Finance	3	0	0	3
Course Code	Course Title	L	T	P	C
HUMAN RESOURCE – ELECTIVES					
BA9168	Managerial Behavior and Effectiveness	3	0	0	3
BA9169	Entrepreneurship Development	3	0	0	3
BA9170	Organizational Theory, Design & Development	3	0	0	3
BA9171	Industrial Relations & Labour Welfare	3	0	0	3
BA9172	Labour Legislations	3	0	0	3
BA9173	Strategic Human Resource Management & Development	3	0	0	3
BA9174	Social Psychology	3	0	0	3
BA9175	Stress Management	3	0	0	3
SYSTEMS - ELECTIVES					

BA9176	Database Management System	3	0	0	3
BA9177	E-Commerce Technology and Management	3	0	0	3
BA9178	Enterprise Resources Planning	3	0	0	3
BA9179	Decision Support System and Intelligent Systems	3	0	0	3
BA9180	Software Project and Quality Management	3	0	0	3
BA9181	Data Mining and Data Warehousing	3	0	0	3
BA9182	Knowledge Management Systems	3	0	0	3
BA9183	Business Intelligence	3	0	0	3
BA9184	Business Modelling	3	0	0	3
OPERATIONS – ELECTIVES					
BA9185	Supply Chain Management	3	0	0	3
BA9186	Logistics Management	3	0	0	3
BA9187	Advanced Operation Management	3	0	0	3
BA9188	Product Design	3	0	0	3
BA9189	Services Operations Management	3	0	0	3
BA9190	Project Management	3	0	0	3
BA9191	Advanced Maintenance Management	3	0	0	3
BA9192	Robust Design	3	0	0	3

NOTE : Three electives from any two among the 5 area of specialisation are to be chosen by the Students.

SYLLABUS

BA9101 STATISTICS FOR MANAGEMENT

**L T P C
3 1 0 4**

UNIT I INTRODUCTION TO STATISTICS & PROBABILITY

12

Statistics – Definition, Types. Types of variables – Organising data - Descriptive Measures. Basic definitions and rules for probability, conditional probability independence of events, Baye's theorem, and random variables, Probability distributions: Binomial, Poisson, Uniform and Normal distributions.

UNIT II SAMPLING DISTRIBUTION AND ESTIMATION

12

Introduction to sampling distributions, sampling distribution of mean and proportion, application of central limit theorem, sampling techniques. Estimation: Point and Interval estimates for population parameters of large sample and small samples, determining the sample size.

UNIT III TESTING OF HYPOTHESIS

12

Hypothesis testing: one sample and two sample tests for means and proportions of large samples (z-test), one sample and two sample tests for means of small samples (t-test), F-test for two sample standard deviations. ANOVA one and two way – Design of experiments.

UNIT IV NON-PARAMETRIC METHODS

12

Chi-square test for single sample standard deviation. Chi-square tests for independence of attributes and goodness of fit. Sign test for paired data. Rank sum test. Kolmogorov-Smirnov – test for goodness of fit, comparing two populations. Mann – Whitney U test and Kruskal Wallis test. One sample run test, rank correlation.

UNIT V CORRELATION, REGRESSION, INDEX NUMBERS AND TIME SERIES ANALYSIS

12

Correlation analysis, estimation of regression line. Time series analysis: Variations in time series, trend analysis, cyclical variations, seasonal variations and irregular variations. Index Numbers – Laspeyre's, Paasche's and Fisher's Ideal index.

Total: 60

TEXT BOOKS

1. Levin R.I. and Rubin D.S., Statistics for Management, 7th edition, Prentice Hall of India Pvt. Ltd., New Delhi, 2001.
2. Srivatsava TN, Shailaja Rego, Statistics for Management, Tata McGraw Hill, 2008.
3. Anand Sharma, Statistics for Management, Himalaya Publishing House, Second Revised edition, 2008.

REFERENCES

1. Anderson D.R., Sweeney D.J. and Williams T.A., Statistics for business and economics, 8th edition, Thomson (South – Western) Asia, Singapore, 2002.
2. Aczel A.D. and Sounderpandian J., Complete Business Statistics, 6th edition, Tata McGraw – Hill, 2004.
3. Prem S. Mann, Introductory Statistics, Wiley Student Edition, Fifth Edition.

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UNIT I INTRODUCTION**8**

The themes of economics – scarcity and efficiency – three fundamental economic problems – society's capability – Production possibility frontiers (PPF) – Productive efficiency Vs economic efficiency – economic growth & stability – Micro economies and Macro economies – the role of markets and government – Positive Vs negative externalities.

UNIT II CONSUMER AND PRODUCER BEHAVIOUR**13**

Market – Demand and Supply – Determinants – Market equilibrium – elasticity of demand and supply – consumer behaviour – consumer equilibrium – Approaches to consumer behaviour – Production – Short-run and long-run Production Function – Returns to scale – economies Vs diseconomies of scale – Analysis of cost – Short-run and long-run cost function – Relation between Production and cost function.

UNIT III PRODUCT AND FACTOR MARKET**13**

Product market – perfect and imperfect market – different market structures – Firm's equilibrium and supply – Market efficiency – Economic costs of imperfect competition – factor market – Land, Labour and capital – Demand and supply – determination of factor price – Interaction of product and factor market – General equilibrium and efficiency of competitive markets.

UNIT IV PERFORMANCE OF AN ECONOMY – MACRO ECONOMICS**13**

Macro-economic aggregates – circular flow of macroeconomic activity – National income determination – Aggregate demand and supply – Macroeconomic equilibrium – Components of aggregate demand and national income – multiplier effect – Demand side management – Fiscal policy in theory.

UNIT V AGGREGATE SUPPLY AND THE ROLE OF MONEY**13**

Short-run and Long-run supply curve – Unemployment and its impact – Okun's law – Inflation and the impact – reasons for inflation – Demand Vs Supply factors – Inflation Vs Unemployment tradeoff – Phillips curve – short-run and long-run – Supply side Policy and management – Money market – Demand and supply of money – money-market equilibrium and national income – the role of monetary policy.

Total: 60**TEXT BOOKS**

1. Paul A. Samuelson and William D. Nordhaus, Economics, 18th edition, Tata McGraw Hill, 2005.
2. William Boyes and Michael Melvin, Textbook of economics, Biztantra, 2005.
3. N. Gregory Mankiw, Principles of Economics, 3rd edition, Thomson learning, New Delhi, 2007.
4. Richard Lipsey and Alee Charystal, Economics, 11th edition, Oxford University Press, New Delhi, 2008.
5. Karl E. Case and Ray C. fair, Principles of Economics, 6th edition, Pearson Education Asia, New Delhi, 2002.

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UNIT I INTRODUCTION TO QUALITY MANAGEMENT 9

Definitions – TOM framework, benefits, awareness and obstacles. Quality – vision, mission and policy statements. Customer Focus – customer perception of quality, Translating needs into requirements, customer retention. Dimensions of product and service quality. Cost of quality.

UNIT II PRINCIPLES AND PHILOSOPHIES OF QUALITY MANAGEMENT 9

Overview of the contributions of Deming, Juran Crosby, Masaaki Imai, Feigenbaum, Ishikawa, Taguchi techniques – introduction, loss function, parameter and tolerance design, signal to noise ratio. Concepts of Quality circle, Japanese 5S principles and 8D methodology.

UNIT III STATISTICAL PROCESS CONTROL AND PROCESS CAPABILITY 9

Meaning and significance of statistical process control (SPC) – construction of control charts for variables and attributed.

Process capability – meaning, significance and measurement – Six sigma concepts of process capability.

Reliability concepts – definitions, reliability in series and parallel, product life characteristics curve. Total productive maintenance (TMP) – relevance to TQM, Terotechnology. Business process re-engineering (BPR) – principles, applications, reengineering process, benefits and limitations.

UNIT IV TOOLS AND TECHNIQUES FOR QUALITY MANAGEMENT 9

Quality functions development (QFD) – Benefits, Voice of customer, information organization, House of quality (HOQ), building a HOQ, QFD process. Failure mode effect analysis (FMEA) – requirements of reliability, failure rate, FMEA stages, design, process and documentation. Seven old (statistical) tools. Seven new management tools. Bench marking and POKA YOKE.

UNIT V QUALITY SYSTEMS ORGANIZING AND IMPLEMENTATION 9

Introduction to IS/ISO 9004:2000 – quality management systems – guidelines for performance improvements. Quality Audits. TQM culture, Leadership – quality council, employee involvement, motivation, empowerment, recognition and reward- Introduction to software quality.

Total: 45

TEXT BOOKS

1. Dale H. Besterfield et al, Total Quality Management, Third edition, Pearson Education (First Indian Reprints 2004).
2. Shridhara Bhat K, Total Quality Management – Text and Cases, Himalaya Publishing House, First Edition 2002.

REFERENCES

1. Douglas C. Montgomery, Introduction to Statistical Quality Control, Wiley Student Edition, 4th Edition, Wiley India Pvt Limited, 2008.
2. James R. Evans and William M. Lindsay, The Management and Control of Quality, Sixth Edition, Thomson, 2005.
3. Poornima M.Charantimath, Total Quality Management, Pearson Education, First Indian Reprint 2003.
4. Indian standard – quality management systems – Guidelines for performance improvement (Fifth Revision), Bureau of Indian standards, New Delhi.

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UNIT I FOCUS AND PURPOSE**5**

Definition, need and importance of organizational behaviour – Nature and scope – Frame work – Organizational behaviour models.

UNIT II INDIVIDUAL BEHAVIOUR**12**

Personality – types – Factors influencing personality – Theories – Learning – Types of learners – The learning process – Learning theories – Organizational behaviour modification.

Misbehaviour – Types – Management Intervention.

Emotions - Emotional Labour – Emotional Intelligence – Theories.

Attitudes – Characteristics – Components – Formation – Measurement- Values.

Perceptions – Importance – Factors influencing perception – Interpersonal perception- Impression Management.

Motivation – importance – Types – Effects on work behavior.

UNIT III GROUP BEHAVIOUR**10**

Organization structure – Formation – Groups in organizations – Influence – Group dynamics – Emergence of informal leaders and working norms – Group decision making techniques – **Team building** - Interpersonal relations – Communication – Control.

UNIT IV LEADERSHIP AND POWER**8**

Meaning – Importance – Leadership styles – Theories – Leaders Vs Managers – Sources of power – Power centers – Power and Politics.

UNIT V DYNAMICS OF ORGANIZATIONAL BEHAVIOUR**10**

Organizational culture and climate – Factors affecting organizational climate – Importance.

Job satisfaction – Determinants – Measurements – Influence on behavior. Organizational change – Importance – Stability Vs Change – Proactive Vs Reaction change – the change process – Resistance to change – Managing change.

Stress – Work Stressors – Prevention and Management of stress – Balancing work and Life.

Organizational development – Characteristics – objectives –. Organizational effectiveness

Total: 45**TEXT BOOKS**

1. Stephen P. Robins, Organisational Behavior, PHI Learning / Pearson Education, 11th edition, 2008.
2. Fred Luthans, Organisational Behavior, McGraw Hill, 11th Edition, 2001.

REFERENCES

1. Schermerhorn, Hunt and Osborn, Organisational behavior, John Wiley, 9th Edition, 2008.

2. Udai Pareek, Understanding Organisational Behaviour, 2nd Edition, Oxford Higher Education, 2004.
3. Mc Shane & Von Glinov, Organisational Behaviour, 4th Edition, Tata Mc Graw Hill, 2007.
4. Hellrigal, Slocum and Woodman, Organisational Behavior, Cengage Learning, 11th Edition 2007.
5. Ivancevich, Konopaske & Maheson, Organisational Behaviour & Management, 7th edition, Tata McGraw Hill, 2008.

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UNIT – I COMMUNICATION IN BUSINESS**9**

Systems approach- forms - functions and principles of communication - management and communication- communication patterns - barriers to communication - interpersonal perception – SWOT analysis -Johari Window -Transactional Analysis.

UNIT – II NON-VERBAL AND INTERCULTURAL COMMUNICATION**9**

Importance of non-verbal communication - personal appearance - facial expressions- movement- posture – gestures - eye contact –voice - beliefs and customs- worldview and attitude.

UNIT – III ORAL COMMUNICATION**9**

Listening - types and barriers to listening - speaking - planning and audience awareness - persuasion- goals - motivation and hierarchy of needs - attending and conducting interviews- participating in discussions, debates - and conferences - presentation skills- paralinguistic features -fluency development strategies

UNIT – IV BUSINESS CORRESPONDENCE**9**

Business letter - principles of business writing- memos -e-mails – agendas- minutes- sales letter- enquiries- orders- letters of complaint- claims and adjustments- notice and tenders- circulars- letters of application and résumé.

UNIT – V BUSINESS PROPOSALS AND REPORTS**9**

Project proposals- characteristics and structure- Project reports – types- characteristics,- structure-Appraisal reports – performance appraisal, product appraisal- Process and mechanics of report writing- visual aids- abstract - executive summary- recommendation writing- definition of terms.

Total: 45**TEXTBOOKS**

1. Lesikar, Raymond V., John D Pettit, and Mary E FlatlyLesikar's, Basic Business Communication, 10th ed. Tata McGraw-Hill, New Delhi, 2007.
2. Gerson, Sharan J., and Steven M Gerson, Technical Writing: Process and Product. Pearson Education, New Delhi, 2008.
3. Murphy, Herta, Herbert W Hildebrandt, and Jane P Thomas, Effective Business Communication. 7th ed. Tata McGraw-Hill, New Delhi.
4. Bovee, Courtland and John V Thill, Business Communication Today, 8th ed. Pearson Education, New Delhi, 2008.

REFERENCES

1. McGrath, E. H., S.J, Basic Managerial Skills for All, 8th ed. Prentice-Hall of India, New Delhi, 2008.
2. Raman, Meenakhshi, and Prakash Singh, Business Communication. O U P, New Delhi, 2008.
3. Stuart Bonne E., Marilyn S Sarow and Laurence Stuart, Integrated Business Communication in a Global Market Place. 3rd ed. John Wiley India, New Delhi, 2007.
4. Guffey, Mary Ellen., Business Communication: Process and Product. 3rd ed. Thomson and South-western, 2004.

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BA9106	ACCOUNTING FOR MANAGEMENT	L T P C
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UNIT – I	FINANCIAL ACCOUNTING	9 3
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Introduction to Financial, Cost and Management Accounting- Generally accepted accounting principles, Conventions and Concepts-Balance sheet and related concepts- Profit and Loss account and related concepts - Introduction to inflation accounting- Introduction to human resources accounting.

UNIT – II	COMPANY ACCOUNTS	9 3
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Meaning of Company -Maintenance of Books of Account-Statutory Books- Profit or Loss Prior to incorporation- Final Accounts of Company- Alteration of share capital- Preferential allotment, Employees stock option- Buy back of securities.

UNIT – III	ANALYSIS OF FINANCIAL STATEMENTS	9 3
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Analysis of financial statements – Financial ratio analysis, cash flow (as per Accounting Standard 3) and funds flow statement analysis.

UNIT - IV	COST ACCOUNTING	9 3
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Cost Accounts - Classification of manufacturing costs - Accounting for manufacturing costs. Cost Accounting Systems: Job order costing - Process costing- Activity Based Costing- Costing and the value chain- Target costing- Marginal costing including decision making- Budgetary Control & Variance Analysis - Standard cost system.

UNIT - V	ACCOUNTING IN COMPUTERISED ENVIRONMENT	9 3
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Significance of Computerised Accounting System- Codification and Grouping of Accounts- Maintaining the hierarchy of ledgers- Prepackaged Accounting software.

Total: 45 15

TEXT BOOKS

1. M.Y.Khan & P.K.Jain, Management Accounting, Tata McGraw Hill, 2004.
2. R.Narayanaswamy, Financial Accounting – A managerial perspective, PHI Learning, New Delhi, 2008.

REFERENCES

1. Jan Williams, Financial and Managerial Accounting – The basis for business Decisions, 13th edition, Tata McGraw Hill Publishers, 2005.
2. Horngren, Surdem, Stratton, Burgstahler, Schatzberg, Introduction to Management Accounting, PHI Learning, 2008.
3. Stice & Stice, Financial Accounting Reporting and Analysis, 7th edition, Cengage Learning, 2008.

4. Singhvi Bodhanwala, Management Accounting -Text and cases, PHI Learning, 2008.
5. Ashish K. Battacharya, Introduction to Financial Statement Analysis, Elsevier, 2007.

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UNIT – I MERCANTILE AND COMMERCIAL LAW**15****THE INDIAN CONTRACT ACT 1872**

Essential of a valid contract, Void Agreements, Definition of contract, Formation of a contract, performance of contracts, breach of contract and its remedies, Quasi contracts.

THE SALE OF GOODS ACT 1930

Sales contract, Transfer of title and risk of loss, Guarantees and Warranties in sales contract, performance of sales contracts, conditional sales and rights of an unpaid seller.

NEGOTIABLE INSTRUMENTS ACT 1881

Nature and requisites of negotiable instruments. Transfer of negotiable instruments and liability of parties, enforcement of secondary liability, holder in due course, special rules for Cheque and drafts, discharge of negotiable instruments.

AGENCY

Nature of agency – Creation of agency, types of agents, Agent's authority and liability of principal and third party: Rights and duties of principal, agents and Third party, liability of agents torts, termination of agency.

UNIT – II COMPANY LAW**10**

Major principles – Nature and types of companies, Formation, Memorandum and Articles of Association, Prospectus, Power, duties and liabilities of Directors, winding up of companies, Corporate Governance.

UNIT – III INDUSTRIAL LAW**8**

An Overview of Factories Act, Payment of Wages Act, Payment of Bonus Act, Industrial Disputes Act.

UNIT – IV INCOME TAX ACT AND SALES TAX ACT**5**

Corporate Tax Planning, Overview of central Sales Tax Act 1956 – Definitions, Scope, Incidence of CST, Practical issues of CST, Value Added Tax – Concepts, Scope, Methods of VAT Calculation, Practical Implications of VAT.

UNIT - V CONSUMER PROTECTION ACT AND INTRODUCTION OF CYBER LAWS 7

Consumer Protection Act – Consumer rights, Procedures for Consumer grievances redressal, Types of consumer Redressal Machineries and Forums, Cyber crimes, IT Act 2000 and 2002, Cyber Laws, Introduction of IPR – Copy rights, Trade marks, Patent Act.

Total: 45**TEXT BOOKS**

1. N. D. Kapoor, Elements of mercantile Law, Sultan Chand and Company, India, 2006.
2. P. K. Goel, Business Law for Managers, Bizentra Publishers, India, 2008.

REFERENCES

1. P. P. S. Gogna, Mercantile Law, S. Chand & Co. Ltd., India, Fourth Edition, 2008.
2. Dr. Vinod, K. Singhania, Direct Taxes Planning and Management, 2008.
3. Akhileshwar Pathack, Legal Aspects of Business, 4th Edition, Tata McGraw Hill, 2007.
4. Richard Stim, Intellectual Property- Copy Rights, Trade Marks, and Patents, Cengage Learning, 2008.
5. V. S. Datey, Taxman Publication, 21st Edition, 2008.

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Note: Students Are Expected To Prepare And Present On Topics Suggested Below:

1. General principles of Management.
2. Management Decisions – Making.
3. Domestic and Global business environment.
4. Social responsibility of business and managerial ethics.
5. Value-Chain of business.
6. Creativity and Management of innovation.
7. Customer focus and relationship management.
8. Globalization of business and international trade relations.
9. Competitive Advantage and Competency.
10. The role of Quality in business.

Total: 30

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UNIT – I INTRODUCTION TO PRODUCTION AND OPERATIONS MANAGEMENT**9**

Production Systems – Nature, Importance and organizational function. Characteristics of Modern Production and Operations function. Organisation of Production function. Recent Trends in Production and Operations Management. Role of Operations in Strategic Management. Production and Operations strategy – Elements and Competitive Priorities. Nature of International Operations Management.

UNIT – II FORECASTING, CAPACITY AND AGGREGATE PLANNING**9**

Demand Forecasting – Need, Types, Objectives and Steps. Overview of Qualitative and Quantitative methods. Capacity Planning – Long range, Types, Rough cut plan, Capacity Requirements Planning (CRP), Developing capacity alternatives. Aggregate Planning – Approaches, costs, relationship to Master Production schedule. Overview of MRP, MRP II and ERP

UNIT – III DESIGN OF PRODUCT, SERVICE AND WORK SYSTEMS**9**

Product Design – Influencing factors, Approaches, Legal, Ethical and Environmental issues. Process – Planning, Selection, Strategy, Major Decisions. Service Operations – Types, Strategies, Scheduling (Multiple resources and cyclical scheduling). Work Study – Objectives, Procedure. Method Study and Motion Study. Work Measurement and Productivity – Measuring Productivity and Methods to improve productivity.

UNIT – IV MATERIALS MANAGEMENT**9**

Materials Management – Objectives, Planning, Budgeting and Control. Overview of Materials Management Information Systems (MMIS). Purchasing – Objectives, Functions, Policies, Vendor rating and Value Analysis. Stores Management – Nature, Layout, Classification and Coding. Inventory – Objectives, Costs and control techniques. Overview of JIT.

UNIT – V PROJECT AND FACILITY PLANNING**9**

Project Management – Scheduling Techniques, PERT, CPM, Crashing CPM networks – Simple Problems. Facility Location – Theories, Steps in Selection, Location Models – Simple Problems. Facility Layout – Principles, Types, Planning tools and techniques.

Total: 45**TEXT BOOKS**

1. Aswathappa K and Shridhara Bhat K, Production and Operations Management, Himalaya Publishing House, Revised Second Edition, 2008.
2. Pannerselvam R, Production and Operations Management, Prentice Hall India, Second Edition, 2008.
3. Norman Gaither and Gregory Frazier, Operations Management, South Western Cengage Learning, 2002.

REFERENCES

1. Kanishka Bedi, Production and Operations Management, Oxford University Press, 2004.
2. Russel and Taylor, Operations Management, Wiley, Fifth Edition, 2006.
3. Chary S. N, Production and Operations Management, Tata McGraw Hill, Third Edition, 2008.
4. Chase Jacobs, Aquilano & Agarwal., Operations Management, Tata McGraw Hill, 2006.
5. Mahadevan B, Operations Management Theory and practice, Pearson Education, 2007.

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UNIT – I	FOUNDATIONS OF FINANCE:	9
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Financial management – An overview- Time value of money- Introduction to the concept of risk and return of a single asset and of a portfolio- Valuation of bonds and shares-Option valuation.

UNIT – II	INVESTMENT DECISIONS:	9
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Capital Budgeting: Principles and techniques - Nature of capital budgeting- Identifying relevant cash flows - Evaluation Techniques: Payback, Accounting rate of return, Net Present Value, Internal Rate of Return, Profitability Index - Comparison of DCF techniques - Project selection under capital rationing - Inflation and capital budgeting - Concept and measurement of cost of capital - Specific cost and overall cost of capital

UNIT – III	FINANCING AND DIVIDEND DECISION:	9
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Financial and operating leverage - capital structure - Cost of capital and valuation - designing capital structure.

Dividend policy - Aspects of dividend policy - practical consideration - forms of dividend policy - forms of dividends - share splits.

UNIT – IV	WORKING CAPITAL MANAGEMENT:	9
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Principles of working capital: Concepts, Needs, Determinants, issues and estimation of working capital - Accounts Receivables Management and factoring - Inventory management - Cash management - Working capital finance : Trade credit, Bank finance and Commercial paper.

UNIT – V	LONG TERM SOURCES OF FINANCE:	9
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Indian capital and stock market, New issues market Long term finance: Shares, debentures and term loans, lease, hire purchase, venture capital financing, Private Equity.

Total: 45

TEXT BOOKS

1. M.Y. Khan and P.K.Jain Financial management, Text, Problems and cases Tata McGraw Hill, 5th edition, 2008.
2. I. M. Pandey Financial Management, Vikas Publishing House Pvt. Ltd., 8th edition, 2007.

REFERENCES

1. Aswat Damodaran, Corporate Finance Theory and practice, John Wiley & Sons, 2008.
2. James C. Vanhorne –Fundamentals of Financial Management– PHI Learning, 11th Edition, 2008.
3. Brigham, Ehrhardt, Financial Management Theory and Practice, 11th edition, Cengage Learning 2008.
4. Prasanna Chandra, Financial Management, 7th edition, Tata McGraw Hill, 2008.
5. Srivatsava, Mishra, Financial Management, Oxford University Press, 2008.

[Back](#)

UNIT – I INTRODUCTION**12**

Marketing – Definitions - Conceptual frame work – Marketing environment : Internal and External - Marketing interface with other functional areas – Production, Finance, Human Relations Management, Information System. Marketing in global environment – Prospects and Challenges.

UNIT – II MARKETING STRATEGY**12**

Marketing strategy formulations – Key Drivers of Marketing Strategies - Strategies for Industrial Marketing – Consumer Marketing — Services marketing – Competitor analysis - Analysis of consumer and industrial markets – Strategic Marketing Mix components.

Unit – III MARKETING MIX DECISIONS**12**

Product planning and development – Product life cycle – New product Development and Management – Market Segmentation – Targeting and Positioning – Channel Management – Advertising and sales promotions – Pricing Objectives, Policies and methods.

UNIT – IV BUYER BEHAVIOUR**12**

Understanding industrial and individual buyer behavior - Influencing factors – Buyer Behaviour Models – Online buyer behaviour - Building and measuring customer satisfaction – Customer relationships management – Customer acquisition, Retaining, Defection.

UNIT – V MARKETING RESEARCH & TRENDS IN MARKETING**12**

Marketing Information System – Research Process – Concepts and applications : Product – Advertising – Promotion – Consumer Behaviour – Retail research – Customer driven organizations - Cause related marketing - Ethics in marketing –Online marketing trends.

Total: 60**TEXT BOOKS**

1. Philip Kotler and Kevin Lane, Marketing Management, PHI 13th Edition, 2008
2. Paul Baisan et al, Marketing, Oxford University Press, 2008.

REFERENCES

1. Micheal R.Czinkota & Masaaki Kotabe, Marketing Management, Vikas Thomson Learning, 2000.
2. Douglas,J.Darymple, Marketing Management, John Wiley & Sons, 2008.
3. NAG, Marketing successfully- A Professional Perspective, Macmillan 2008.
4. Boyd Walker, Marketing Management, McGraw Hill, 2002.
5. Dalvymples, Marketing Management, Wiley India Pvt Ltd, 2008.
6. Keith Flether, Marketing Management and Information Technology, Prentice Hall, 1998.

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BA9124	HUMAN RESOURCE MANAGEMENT	L T P C 3 0 0 3
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UNIT – I	PERCEPTIVE IN HUMAN RESOURCE MANAGEMENT	5
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Evolution of human resource management – The importance of the human factor – Objectives of human resource management – Inclusive growth and affirmative action -Role of human resource manager – Human resource policies – Computer applications in human resource management – Human resource accounting and audit.

UNIT – II	THE CONCEPT OF BEST FIT EMPLOYEE	8
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Importance of Human Resource Planning – Forecasting human resource requirement – Internal and External sources. Selection process screening – Tests - Validation – Interview - Medical examination – Recruitment introduction – Importance – Practices – Socialization benefits.

UNIT – III	TRAINING AND EXECUTIVE DEVELOPMENT	10
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Types of training methods purpose benefits resistance. Executive development programmes – Common practices - Benefits – Self development – Knowledge management.

UNIT – IV	SUSTAINING EMPLOYEE INTEREST	12
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Compensation plan – Reward – Motivation – Theories of motivation – Career management – Development of mentor – Protégé relationships.

UNIT – V	PERFORMANCE EVALUATION AND CONTROL PROCESS	10
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Method of performance evaluation – Feedback – Industry practices. Promotion, Demotion, Transfer and Separation – Implication of job change. The control process – Importance – Methods – Requirement of effective control systems grievances – Causes – Implications – Redressal methods.

Total: 45

TEXT BOOK

1. Decenzo and Robbins, Human Resource Management, Wiley, 8th Edition, 2007.
2. Dessler Human Resource Management, Pearson Education Limited, 2007

REFERENCES

1. Mamoria C.B. and Mamoria S. Personnel Management, Himalaya Publishing Company, 2007
2. Bernadin , Human Resource Management ,Tata Mcgraw Hill ,6th edition 2006.
3. Eugene Mckenna and Nic Beach, Human Resource Management, Pearson Education Limited, 2007.
4. Wayne Cascio, Managing Human Resource, McGraw Hill, 2007.
5. Ivancevich, Human Resource Management, McGraw Hill 2002.

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BA9125	MANAGEMENT INFORMATION SYSTEMS	L T P C
		3 0 0 3

UNIT – I	INTRODUCTION	9
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Data, Information, Intelligence, Information Technology, Information System, evolution, types based on functions and hierarchy, System Analyst – Role, Functions.

UNIT – II	SYSTEMS ANALYSIS AND DESIGN	9
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SDLC, SSLC, Systems Analysis and System Design, Tools – DFD – ER – Object modeling, DBMS – RDBMS – OODBMS.

UNIT – III	INFORMATION SYSTEM	9
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Financial, Marketing, Personnel, Production, Materials Information System, DSS, EIS, KMS, GIS, International Information System.

UNIT – IV	SECURITY AND CONTROL	9
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Security, Testing, Error detection, Controls, IS Vulnerability, Computer Crimes, Securing the Web, Intranets and Wireless Networks, Software Audit, Ethics in IT.

UNIT – V	NEW IT INITIATIVES	9
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e- business, e-governance, ERP, SCM, e-CRM, Datawarehousing and Data Mining, Business Intelligence, Pervasive Computing, CMM.

Total: 45

TEXT BOOKS

1. Robert Schultheis and Mary Summer, Management Information Systems – The Managers View, Tata McGraw Hill, 2008.
2. Kenneth C. Laudon and Jane Price Laudon, Management Information Systems – Managing the digital firm, PHI Learning / Pearson Education, PHI, Asia, 2002.

REFERENCES

1. Gordon Davis, Management Information System : Conceptual Foundations, Structure and Development, Tata McGraw Hill, 2000.
2. Haag, Cummings and Mc Cubbrey, Management Information Systems for the Information Age, McGraw Hill, 2005.
3. Turban, McLean and Wetherbe, Information Technology for Management – Transforming Organisations in the Digital Economy, John Wiley, 2007.
4. Raymond McLeod and Jr. George P. Schell, Management Information Systems, Pearson Education, 2007.
5. James O Brien, Management Information Systems – Managing Information Technology in the E-business enterprise, Tata McGraw Hill, 2002.
6. Corey Schou and Dan Shoemaker, Information Assurance for the Enterprise – A Roadmap to Information Security, Tata McGraw Hill, 2007.
7. Frederick Gallegor, Sandra Senft, Daniel P. Manson and Carol Gonzales, Information Technology Control and Audit, Auerbach Publications, 2007.

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UNIT – I	INTRODUCTION TO LINEAR PROGRAMMING (LP)	12
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Introduction to applications of operations research in functional areas of management. Linear Programming-formulation, solution by graphical and simplex methods (Primal - Penalty, Two Phase), Special cases.

Dual simplex method. Principles of Duality. Sensitivity Analysis.

UNIT – II	LINEAR PROGRAMMING EXTENSIONS	12
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Transportation Models (Minimising and Maximising Cases) – Balanced and unbalanced cases – Initial Basic feasible solution by N-W Corner Rule, Least cost and Vogel's approximation methods. Check for optimality. Solution by MODI / Stepping Stone method. Cases of degeneracy. Transshipment Models.

Assignment Models (Minimising and Maximising Cases) – Balanced and Unbalanced Cases. Solution by Hungarian and Branch and Bound Algorithms. Travelling Salesman problem. Crew Assignment Models.

UNIT – III	INTEGER LINEAR PROGRAMMING AND GAME THEORY	12
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Solution to pure and mixed integer programming problem by Branch and Bound and cutting plane algorithms.

Game Theory-Two person Zero sum games-Saddle point, Dominance Rule, Convex Linear Combination (Averages), methods of matrices, graphical and LP solutions.

UNIT – IV	INVENTORY MODELS, SIMULATION AND DECISION THEORY	12
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Inventory Models – EOQ and EBQ Models (With and without shortages), Quantity Discount Models.

Decision making under risk – Decision trees – Decision making under uncertainty.

Application of simulation techniques for decision making.

UNIT – V	QUEUING THEORY AND REPLACEMENT MODELS	12
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Queuing Theory - single and Multi-channel models – infinite number of customers and infinite calling source.

Replacement Models-Individuals replacement Models (With and without time value of money) – Group Replacement Models.

Total: 60

TEXT BOOKS

1. Paneerselvam R., Operations Research, Prentice Hall of India, Fourth Print, 2008.
2. Natarajan AM, Balasubramani P and Tamilarasi A, Operations Research, Pearson Education, First Indian Reprint, 2005.

3. Hamdy A Taha, Introduction to Operations Research, Prentice Hall India, Seventh Edition, Third Indian Reprint 2004.

REFERENCES

1. Sankara Iyer P, Operations Research, Tata Mcgraw Hill, 2008.
2. Frederick & Mark Hillier, Introduction to Management Science – A Modeling and case studies approach with spreadsheets, Tata Mcgraw Hill, 2005.
3. Gupta P.K, Hira D.S, Problem in Operations Research, S.Chand and Co, 2007.
4. Kalavathy S, Operations Research, Second Edition, Vikas Publishing House, 2004.
5. Richard Broson , Govindasamy & Naachimuthu , Operations Research, Schaum's outline series, II Edition, 2000.

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UNIT – I INTRODUCTION**9**

Business Research – Definition and Significance – the research process – Types of Research – Exploratory and causal Research – Theoretical and empirical Research – Cross –Sectional and time – series Research – Research questions / Problems – Research objectives – Research hypotheses – characteristics – Research in an evolutionary perspective – the role of theory in research.

UNIT – II RESEARCH DESIGN AND MEASUREMENT**9**

Research design – Definition – types of research design – exploratory and causal research design – Descriptive and experimental design – different types of experimental design – Validity of findings – internal and external validity – Variables in Research – Measurement and scaling – Different scales – Construction of instrument – Validity and Reliability of instrument.

UNIT – III DATA COLLECTION**9**

Types of data – Primary Vs Secondary data – Methods of primary data collection – Survey Vs Observation – Experiments – Construction of questionnaire and instrument – Validation of questionnaire – Sampling plan – Sample size – determinants optimal sample size – sampling techniques – Probability Vs Non-probability sampling methods.

UNIT – IV DATA PREPARATION AND ANALYSIS**9**

Data Preparation – editing – Coding –Data entry – Validity of data – Qualitative Vs Quantitative data analyses – Bivariate and Multivariate statistical techniques – Factor analysis – Discriminant analysis – cluster analysis – multiple regression and correlation – multidimensional scaling – Application of statistical software for data analysis.

UNIT – V REPORT DESIGN, WRITING AND ETHICS IN BUSINESS RESEARCH 9

Research report – Different types – Contents of report – need of executive summary – chapterization – contents of chapter – report writing – the role of audience – readability – comprehension – tone – final proof – report format – title of the report – ethics in research – ethical behaviour of research – subjectivity and objectivity in research.

Total: 45**TEXT BOOKS**

1. Donald R. Cooper and Pamela S. Schindler, Business Research methods ,9th Edition, Tata Mc Graw Hill, 2006.
2. Alan Bryman and Emma Bell, Business Research methods, Oxford University Press, New Delhi, 2008.
3. Uma Sekaran, Research methods for Business, Wiley India, New Delhi, 2006.
4. K. N. Krishnaswamy, Appa Iyer Sivakumar and M. Mathirajan, Management Research Methodology, Pearson Education, New Delhi, 2006.

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BA9128	BUSINESS APPLICATION SOFTWARE	L T P C
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UNIT – I	OFFICE MANAGEMENT	14
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Exercises to familiarize Word, Spreadsheet, Presentation and Web publishing packages – E-Mail – Video Conferencing – Introduction to HTML.

UNIT – II	FUNCTIONAL MANAGEMENT	16
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1. Financial And Accounting Management:
Introduction to accounting packages – exercises on creating, altering and displaying – Ledgers and Vouchers – Inventory management – Payroll – Reports using any one financial accounting package.
2. Operations Management :
Exercises on operational decision making – models using packages - linear programming, assignment models.
3. Project management
Familiarize the project planning, scheduling and tracking with support of the project management packages.

UNIT – III	SOFTWARE DEVELOPMENT AND INTEGRATION	15
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Database:
Exercises on database creation, manipulation and transactions using query languages.

Input and Output Design:
Exercises on I/O design – simulating basic calculator operations using any front end packages.

Integration:
Designing an application and integrating database and front end.

UNIT – IV	ADVANCED STATISTICAL SOFTWARE	15
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Exercises to use research data and analyze using various statistical methods (learned in statistics management course) using any of the statistical packages.

Introduction and hands on experience with freely downloadable data mining and Business Intelligence packages.

Total: 60

REFERENCES

1. Comdex, Computer and Functional Accounting with Tally 9.0, Dreamtech Press, Vikas Gupta 2008.
2. Sherdian J Coakes, Lyndall Steed, Peta Dizidic, SPSS 13.0 for windows, Wiley India, Delhi 2006.
3. Gary W. Hansen and James V. Hansen, Database Management and Design, Prentice Hall, 2006
4. Robert H. Lawson, Strategic Operations Management, Vikas Publishing House, First Indian Reprint, 2006.
5. Clements and Gido, Effective Project Management, Thomson, 2008.

6. David George and Paul Mallery, SPSS for windows, Step by step- A simple guide and reference, 2008.
7. Carver and Nash, Doing analysis with SPSS Ver 14, Cengage Learning, 2008.
8. Deborah Morley and Charles S Parker, Understanding computers today and tomorrow, 11th edition, Thomson, 2008.

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Note: Following Is The List Of Topics Suggested For Preparation And Presentation By Students.

1. Culture and Management.
2. Emotional intelligence and Management.
3. Information systems and Management functions.
4. Internet marketing.
5. Retail Management
6. HR accounting and audit.
7. Reputation management
8. Brand Building and Management.
9. Bench Marking.
10. Six sigma.

Total: 30

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UNIT – I INTRODUCTION 6

International Business –Definition – Internationalizing business-Advantages –factors causing globalization of business- international business environment – country attractiveness –Political, economic and cultural environment – Protection Vs liberalization of global business environment.

UNIT – II INTERNATIONAL TRADE AND INVESTMENT 11

Promotion of global business – the role of GATT/WTO – multilateral trade negotiation and agreements – VIII & IX, round discussions and agreements – Challenges for global business – global trade and investment – theories of international trade and theories of international investment – Need for global competitiveness – Regional trade block – Types – Advantages and disadvantages – RTBs across the globe – brief history.

UNIT – III INTERNATIONAL STRATEGIC MANAGEMENT 11

Strategic compulsions-Standardization Vs Differentiation – Strategic options – Global portfolio management- global entry strategy – different forms of international business – advantages-organizational issues of international business – organizational structures – controlling of international business – approaches to control – performance of global business- performance evaluation system.

UNIT – IV PRODUCTION, MARKETING, FINANCIAL AND HUMAN RESOURCE MANAGEMENT OF GLOBAL BUSINESS 11

Global production –Location –scale of operations- cost of production – Make or Buy decisions – global supply chain issues – Quality considerations- Globalization of markets, marketing strategy – Challenges in product development , pricing, production and channel management-Investment decisions – economic- Political risk – sources of fund- exchange –rate risk and management – strategic orientation – selection of expatriate managers- Training and development – compensation.

UNIT – V CONFLICT MANAGEMENT AND ETHICS IN INTERNATIONAL BUSINESS MANAGEMENT 6

Disadvantages of international business – Conflict in international business- Sources and types of conflict – Conflict resolutions – Negotiation – the role of international agencies –Ethical issues in international business – Ethical decision-making.

Total: 45**TEXT BOOKS**

1. Charles W.I. Hill and Arun Kumar Jain, International Business, 6th edition, Tata Mc Graw Hill, 2009.

2. John D. Daniels and Lee H. Radebaugh, International Business, Pearson Education Asia, New Delhi, 2000.
3. K. Aswathappa, International Business, Tata Mc Graw Hill, 2008.
4. Michael R. Czinkota, Ilkka A. Ronkainen and Michael H. Moffet, International Business, Thomson, Bangalore, 2005.
5. Aravind V. Phatak, Rabi S. Bhagat and Roger J. Kashlak, International Management, Tata Mc Graw Hill, 2006.
6. Oded Shenkar and Yaong Luo, International Business, John Wiley Inc, Noida, 2004.

[Back](#)

UNIT- I STRATEGY AND PROCESS**9**

Conceptual framework for strategic management, the Concept of Strategy and the Strategy Formation Process – Stakeholders in business – Vision, Mission and Purpose – Business definition, Objectives and Goals - Corporate Governance and Social responsibility-case study.

UNIT – II COMPETITIVE ADVANTAGE**9**

External Environment - Porter's Five Forces Model-Strategic Groups Competitive Changes during Industry Evolution-Globalisation and Industry Structure - National Context and Competitive advantage Resources- Capabilities and competencies–core competencies-Low cost and differentiation Generic Building Blocks of Competitive Advantage- Distinctive Competencies-Resources and Capabilities durability of competitive Advantage- Avoiding failures and sustaining competitive advantage-Case study.

UNIT - III STRATEGIES**10**

The generic strategic alternatives – Stability, Expansion, Retrenchment and Combination strategies - Business level strategy- Strategy in the Global Environment-Corporate Strategy- Vertical Integration-Diversification and Strategic Alliances- Building and Restructuring the corporation- Strategic analysis and choice - Environmental Threat and Opportunity Profile (ETOP) - Organizational Capability Profile - Strategic Advantage Profile - Corporate Portfolio Analysis - SWOT Analysis - GAP Analysis - Mc Kinsey's 7s Framework - GE 9 Cell Model - Distinctive competitiveness - Selection of matrix - Balance Score Card-case study.

UNIT – IV STRATEGY IMPLEMENTATION & EVALUATION**9**

The implementation process, Resource allocation, Designing organisational structure-Designing Strategic Control Systems- Matching structure and control to strategy-Implementing Strategic change-Politics-Power and Conflict-Techniques of strategic evaluation & control-case study.

UNIT – V OTHER STRATEGIC ISSUES**8**

Managing Technology and Innovation- Strategic issues for Non Profit organisations. New Business Models and strategies for Internet Economy-case study

Total: 45**TEXT BOOKS**

- Thomas L. Wheelen, J.David Hunger and Krish Rangarajan, Strategic Management and Business policy, Pearson Education., 2006
Charles W.L.Hill & Gareth R.Jones, Strategic Management Theory, An Integrated approach, Biztantra, Wiley India, 2007.
Azhar Kazmi, Strategic Management & Business Policy, Tata McGraw Hill, Third Edition, 2008.

REFERENCES

1. Fred.R.David, Strategic Management and cases, PHI Learning, 2008.
2. Upendra Hachru , Strategic Management concepts & cases , Excel Books, 2006.
3. Adriaue Haberberg and Alison Rieple, Strategic Management Theory & Application, Oxford University Press, 2008.
4. Arnoldo C.Hax and Nicholas S. Majluf, The Strategy Concept and Process – A Pragmatic Approach, Pearson Education, Second Edition, 2005.
5. Harvard Business Review, Business Policy – part I & II, Harvard Business School.
6. Saloner and Shepard, Podolny, Strategic Management, John Wiley, 2001.
7. Lawrence G. Hrebiniak, Making strategy work, Pearson, 2005.
8. Gupta, Gollakota and Srinivasan, Business Policy and Strategic Management – Concepts and Application, Prentice Hall of India, 2005.

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Note: Following is the list of topics suggested for preparation and presentation by students.

1. Knowledge Systems and Management.
2. Holistic Marketing.
3. Financial Engineering.
4. Integrated Marketing communications.
5. International HR issues.
6. International logistics and Supply Chain Management.
7. Corporate Governance.
8. Economic and Business Intelligence.
9. Cyber Laws.
10. Intellectual property Rights and global business.

Total: 30

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BA9151	MARKETING ELECTIVES BRAND MANAGEMENT	L T P C 3 0 0 3
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UNIT – I	INTRODUCTION	8
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Basics Understanding of Brands – Definitions - Branding Concepts – Functions of Brand - Significance of Brands – Different Types of Brands – Co branding – Store brands.

UNIT – II	BRAND STRATEGIES	10
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Strategic Brand Management process – Building a strong brand – Brand positioning – Establishing Brand values – Brand vision – Brand Elements – Branding for Global Markets – Competing with foreign brands.

UNIT – III	BRAND COMMUNICATIONS	8
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Brand image Building – Brand Loyalty programmes – Brand Promotion Methods – Role of Brand ambassadors, celebrities – On line Brand Promotions..

UNIT – IV	BRAND EXTENSION	9
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Brand Adoption Practices – Different type of brand extension – Factors influencing Decision for extension – Re-branding and re-launching.

UNIT – V	BRAND PERFORMANCE	10
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Measuring Brand Performance – Brand Equity Management - Global Branding strategies - Brand Audit – Brand Equity Measurement – Brand Leverage - Role of Brand Managers– Branding challenges & opportunities – Case Studies.

Total: 45

TEXT BOOKS

1. Mathew, Brand Management – Text & cases, MacMillan, 2008.
2. Kevin Lane Keller, Strategic Brand Management: Building, Measuring and Managing, Prentice Hall, 3rd Edition, 2007.

REFERENCES

1. Tyboust and Kotter, Kellogg on Branding, Wiley, 2008
2. Lan Batey, Asain Branding – A Great way to fly, PHI, Singapore, 2002.
3. Paul Tmepoal, Branding in Asia, John Willy, 2000.
4. Ramesh Kumar, Managing Indian Brands, Vikas Publication, India, 2002.
5. Jagdeep Kapoor, Brandex, Biztranza, India, 2005

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UNIT – I INTRODUCTION**9**

An overview of Global Retailing – Challenges and opportunities – Retail trends in India – Socio economic and technological Influences on retail management – Government of India policy implications on retails.

UNIT – II RETAIL FORMATS**9**

Organized and unorganized formats – Different organized retail formats – Characteristics of each format – Emerging trends in retail formats – MNC's role in organized retail formats.

UNIT – III RETAILING DECISIONS**9**

Choice of retail locations - internal and external atmospherics – Positioning of retail shops – Building retail store Image - Retail service quality management – Retail Supply Chain Management – Retail Pricing Decisions.

UNIT – IV RETAIL SHOP MANAGEMENT**9**

Visual Merchandise Management – Space Management – Retail Inventory Management – Retail accounting and audits - Retail store brands – Retail advertising and promotions – Retail Management Information Systems - Online retail – Emerging trends .

UNIT – V RETAIL SHOPPER BEHAVIOUR**9**

Understanding of Retail shopper behavior – Shopper Profile Analysis – Shopping Decision Process - Factors influencing retail shopper behavior – Complaints Management - Retail sales force Management – Challenges in Retailing in India- Case studies.

Total: 45**TEXT BOOKS**

1. Michael Havy ,Baston, Aweitz and Ajay Pandit, Retail Management, Tata Mcgraw Hill, Sixth Edition, 2007
2. Ogden, Integrated Retail Management, Biztranza, India, 2008.

REFERENCES

1. Patrick M. Dunne and Robert F Lusch, Retailing, Thomson Learning, 4th Edition 2008.
2. Chetan Bajaj, Rajnish Tow and Nidhi V. Srivatsava, Retail Management, Oxford University Press, 2007.
3. Swapna Puadham, Retail Management -Text and Cases, Tata McGraw Hill, 2nd Edition, 2008.
4. Dunne, Retailing, Cengage Learning, 2nd Edition, 2008
5. Sivakumar, Retail Marketing, Excel Books, First Edition, 2007.
6. Ramkrishnan and Y.R.Srinivasan, Indian Retailing Text and Cases, Oxford University Press, 2008

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UNIT – I INTRODUCTION**9**

Definition – Service Economy – Evolution and growth of service sector – Nature and Scope of Services – Unique characteristics of services - Challenges and issues in Services Marketing.

UNIT – II SERVICE MARKETING OPPORTUNITIES**9**

Assessing service market potential - Classification of services – Expanded marketing mix – Service marketing – Environment and trends – Service market segmentation, targeting and positioning.

UNIT – III SERVICE DESIGN AND DEVELOPMENT**9**

Service Life Cycle – New service development – Service Blue Printing – GAP's model of service quality – Measuring service quality – SERVQUAL – Service Quality function development.

UNIT – IV SERVICE DELIVERY AND PROMOTION**9**

Positioning of services – Designing service delivery System, Service Channel – Pricing of services, methods – Service marketing triangle - Integrated Service marketing communication.

UNIT – V SERVICE STRATEGIES**9**

Service Marketing Strategies for health – Hospitality – Tourism – Financial – Logistics - Educational – Entertainment & public utility Information technique Services – case studies

Total: 45**TEXT BOOKS**

1. Christopher H.Lovelock and Jochen Wirtz, Services Marketing, Pearson Education, New Delhi, 2004.
2. Hoffman, Marketing of Services, Cengage Learning, 1st Edition, 2008.

REFERENCES

1. K. Douglas Hoffman et al, Essentials of Service Marketing : Concepts, Strategies and Cases, Thomson Learning, 2nd Edition.
2. Kenneth E Clow, et al, Services Marketing Operation Management and Strategy, Biztantra, 2nd Edition, New Delhi, 2004.
3. Halen Woodroffe, Services Marketing, McMillan, 2003.
4. Valarie Zeithaml et al, Services Marketing, 5th International Edition, 2007.
5. Christian Gronroos, Services Management and Marketing a CRM Approach, John Wiley, 2001.

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UNIT – I INTRODUCTION TO ADVERTISEMENT 9

Concept and definition of advertisement – Social, Economic and Legal Implications of advertisements – setting advertisement objectives – Ad. Agencies – Selection and remuneration – Advertisement campaigns – case studies.

UNIT – II ADVERTISEMENT MEDIA 9

Media plan – Type and choice criteria – Reach and frequency of advertisements – Cost of advertisements - related to sales – Media strategy and scheduling.

UNIT – III DESIGN AND EXECUTION OF ADVERTISEMENTS 9

Message development – Different types of advertisements – Layout – Design appeal – Copy structure – Advertisement production – Print – Radio. T.V. and Web advertisements – Media Research – Testing validity and Reliability of ads – Measuring impact of advertisements – case studies.

UNIT – IV INTRODUCTION TO SALES PROMOTION 9

Scope and role of sale promotion – Definition – Objectives of sales promotion - sales promotion techniques – Trade oriented and consumer oriented.

UNIT – V SALES PROMOTION CAMPAIGN 9

Sales promotion – Requirement identification – Designing of sales promotion campaign – Involvement of salesmen and dealers – Out sourcing sales promotion national and international promotion strategies – Integrated promotion – Coordination within the various promotion techniques – Online sales promotions- case studies.

Total: 45**TEXT BOOKS**

1. Wells, Moriarty & Burnett, Advertising, Principles & Practice, Pearson Education 7th Edition, 2007.
2. Kenneth Clow. Donald Baack, Integrated Advertisements, Promotion and Marketing communication, Prentice Hall of India, New Delhi, 2003.

REFERENCES

1. S. H. H. Kazmi and Satish K Batra, Advertising & Sales Promotion, Excel Books, New Delhi, 2001.
2. George E Belch and Michel A Belch, Advertising & Promotion, McGraw Hill, Singapore, 1998.
3. Julian Cummings, Sales Promotion, Kogan Page, London 1998.
4. E.Betch and Michael, Advertising and Promotion, McGraw Hill, 2003.

5. Jaishri Jefhwaney, Advertising Management, Oxford, 2008.
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BA9155	CONSUMER BEHAVIOR	L T P C
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UNIT – I	INTRODUCTION	9
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Concepts – Significance – Dimensions of Consumer Behavior – Application of knowledge of Consumer Behaviour in marketing decisions.

UNIT – II	CONSUMER BEHAVIOR MODELS	9
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Industrial and individual consumer behaviour models - Howard- Sheth, Engel – Kollat, Webster and Wind Consumer Behaviour Models – Implications of the models on marketing decisions.

UNIT – III	INTERNAL INFLUENCES	9
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Psychological Influences on consumer behavior – motivation – perception – personality Learning and Attitude- Self Image and Life styles – Consumer expectation and satisfaction.

UNIT – IV	EXTERNAL INFLUENCES	9
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Socio-Cultural, Cross Culture - Family group – Reference group – Communication -Influences on Consumer behavior

UNIT – V	PURCHASE DECISION PROCESS	9
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High and low involvement - Pre-purchase and post-purchase behavior – Online purchase decision process – Diffusion of Innovation – Managing Dissonance - Emerging Issues – case studies.

Total: 45

TEXT BOOKS

1. Jay D. Lindquist and Joseph Sirgy, Shopper, Buyer and Consumer Behavior, Biztranza 2008.
2. Paul Peter et al., Consumer Behavior and Marketing Strategy, Tata McGraw Hill, Indian Edition, 7th Edition 2005.

REFERENCES

1. Leon G.Schiffman and Leslie Lasar Kanuk, Consumer Behavior, Pearson Education, India, 2002.
2. David L. Loudon and Albert J Della Bitta, Consumer Behavior, McGraw Hill, New Delhi 2002.
3. Frank R. Kardes, Consumer Behaviour and Managerial Decision Making, 2nd Edition.
4. Assel, Consumer Behavior - A Strategic Approach, Biztranza, 2008.
5. Sheth Mittal, Consumer Behavior- A Managerial Perspective, Thomson Asia (P) Ltd., 2003.

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UNIT – I INTRODUCTION**9**

Definitions - Concepts and Context of relationship Management – Evolution - Transactional Vs Relationship Approach – CRM as a strategic marketing tool – CRM significance to the stakeholders.

UNIT – II UNDERSTANDING CUSTOMERS**9**

Customer information Database – Customer Profile Analysis - Customer perception, Expectations analysis – Customer behavior in relationship perspectives; individual and group customer's - Customer life time value – Selection of Profitable customer segments.

UNIT – III CRM STRUCTURES**9**

Elements of CRM – CRM Process – Strategies for Customer acquisition – Retention and Prevention of defection – Models of CRM – CRM road map for business applications.

UNIT – IV CRM PLANNING AND IMPLEMENTATION**9**

Strategic CRM planning process – Implementation issues – CRM Tools- Analytical CRM – Operational CRM – Call center management – Role of CRM Managers.

UNIT – V TRENDS IN CRM**9**

e- CRM Solutions – Data Warehousing – Data mining for CRM – an introduction to CRM software packages.

Total: 45**TEXT BOOKS**

1. G.Shainesh, Jagdish, N.Sheth, Customer Relationships Management Strategic Perspective, Macmillan 2005.
2. Alok Kumar et al, Customer Relationship Management : Concepts and applications, Biztantra, 2008

REFERENCES

1. H.Peeru Mohamed and A.Sahadevan, Customer Relation Management, Vikas Publishing 2005.
2. Jim Cathcart, The Eight Competencies of Relationship selling, Macmillan India, 2005.
3. Assel, Consumer Behavior, Cengage Learning, 6th Edition.
4. Kumar, Customer Relationship Management - A Database Approach, Wiley India, 2007.
5. Francis Buttle, Customer Relationship Management : Concepts & Tools, Elsevier, 2004.

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UNIT – I INTRODUCTION**9**

An overview of event marketing – types of events – Understanding the structure of event industry, economy, culture and trends – Marketing skills for event marketers, requirement analysis .

UNIT – II DESIGNING EVENT MARKETING**9**

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UNIT – III PRICING STRATEGIES**9**

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UNIT – V EVENT DELIVERY**9**

Dealing with agents, Promoters and event executors – Event Planning Implementation and evaluation from stake holders perspectives - Concepts and practices of Marketing research on event related issues.

Total: 45**TEXT BOOKS**

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UNIT – I INTRODUCTION**9**

Introduction to Marketing metrics – Linking Marketing to financial performance of a firm – Financial implications of marketing Strategic decisions.

UNIT – II CUSTOMER AND BRAND METRICS**9**

Cost of customer acquisition – Retention – Life time value of customers – Balanced Score Card Approach to measure customers' satisfaction - Brand metrics – Brand equity – Brand portfolio management - Brand financial performance.

UNIT – III COMMUNICATION AND PRICING METRICS**9**

Communication metrics – Profit impact on sales promotion – Advertisement cost benefit analysis - Measuring financial effectiveness of e-mail campaign - Pricing metric - Pricing simulation and its impact on profitability.

UNIT – IV CHANNEL METRICS**9**

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UNIT – V ADDITIONAL METRICS**9**

Financial implications on Research and development – Training of sales force. Determination of financial incentives across Product / Service delivery system – Global Marketing Metrics.

Total: 45**REFERENCES**

1. Paul W. Farris, Neil T. Bendle, Puillip E. Pfeifer and David J. Reibstein, Marketing Metrics : Measuring Salesforce Effectiveness and Channel Management, Wharton School of Publishing.
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UNIT – I INTRODUCTION**8**

Introduction – Basic concepts – Uni-variate, Bi-variate and Multi-variate techniques – Types of multivariate techniques – Classification of multivariate techniques – Guidelines for multivariate analysis and interpretation – Approaches to multivariate model building.

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Multiple Linear Regression Analysis – Introduction – Basic concepts – Multiple linear regression model – Least square estimation – Inferences from the estimated regression function – Validation of the model.

Factor Analysis: Definition – Objectives – Approaches to factor analysis – methods of estimation – Factor rotation – Factor scores - Sum of variance explained – interpretation of results.

Canonical Correlation Analysis - Objectives – Canonical variates and canonical correlation – Interpretation of variates and correlations.

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Cluster Analysis – Definitions – Objectives – Similarity of measures – Hierarchical and Non – Hierarchical clustering methods – Interpretation and validation of the model.

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Advanced Techniques – Structural Equation modeling – Basic concepts – Stages in SEM – Application of SEM in business research.

Total: 45**REFERENCES**

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Portfolio analysis –Portfolio Selection –Capital Asset Pricing model – Portfolio Revision – Portfolio Evaluation – Mutual Funds.

Total: 45

TEXT BOOKS

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5. V.K.Bhalla, Investment Management, S.Chand & Company Ltd., 2008.

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Introduction – An Over view of Indian Financial System – Merchant Banking in India – Recent Developments and Challenges ahead – Institutional Structure – Functions of Merchant Bank - Legal and Regulatory Framework – Relevant Provisions of Companies Act- SERA- SEBI guidelines- FEMA, etc. - Relation with Stock Exchanges and OTCEI.

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Consumer Credit – Credit Cards – Real Estate Financing – Bills Discounting – factoring and Forfaiting – Venture Capital.

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UNIT – I INTERNATIONAL TRADE**9**

International Trade – Meaning and Benefits – Basis of International Trade – Foreign Trade and Economic Growth – Balance of Trade – Balance of Payment – Current Trends in India – Barriers to International Trade – WTO – Indian EXIM Policy.

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Special need for Finance in International Trade – INCO Terms (FOB, CIF, etc.,) – Payment Terms – Letters of Credit – Pre Shipment and Post Shipment Finance – Forfaiting – Deferred Payment Terms – EXIM Bank – ECGC and its schemes – Import Licensing – Financing methods for import of Capital goods.

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Total: 45**TEXT BOOKS**

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1. Alan C. Shapiro, Multinational Financial Management, PHI Learning, 4th Edition, 2008.
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UNIT – I INDUSTRIAL FINANCE**9**

Indian Capital Market – Basic problem of Industrial Finance in India. Equity – Debenture financing – Guidelines from SEBI, advantages and disadvantages and cost of various sources of Finance - Finance from international sources, financing of exports – role of EXIM bank and commercial banks.– Finance for rehabilitation of sick units.

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Corporate Governance - SEBI Guidelines- Corporate Disasters and Ethics- Corporate Social Responsibility- Stakeholders and Ethics- Ethics, Managers and Professionalism.

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Derivatives – Definition – Types – Forward Contracts – Futures Contracts – Options – Swaps – Differences between Cash and Future Markets – Types of Traders – OTC and Exchange Traded Securities – Types of Settlement – Uses and Advantages of Derivatives – Risks in Derivatives.

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2. Keith Redhead, 'Financial Derivatives – An Introduction to Futures, Forwards, Options and SWAPs',– PHI Learning, 2008.

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Consequences, Issues, Bankruptcy, Settlements, reorganization and Liquidation in bankruptcy.

Total: 45

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Insurance Principles – Policies – Insurance Cost & Fair Pricing – Expected claim costs – Contractual provisions that limit Insurance Coverage.

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TEXT BOOKS

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Total: 45

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Monitoring and Evaluation of Business - Preventing Sickness and Rehabilitation of Business Units- Effective Management of small Business.

Total: 45

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– Organizational Learning – Innovation, Intrapreneurship and Creativity-HR implications.

Total: 45**TEXT BOOKS**

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Total: 45**TEXT BOOKS**

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1. C.S.Venkata Ratnam, Globalisation and Labour Management Relations, Response Books, 2007.
2. Ratna Sen, Industrial Relations in India, Shifting Paradigms, Macmillan India Ltd., New Delhi, 2007.
3. Srivastava, Industrial Relations and Labour laws, Vikas, 2007.
4. Sarma A. M, Welfare of Unorganized Labour, Himalaya Publishing House, 1st Edition, 2008.
5. Subba Rao , Essentials of Human Resource Management & Industrial relations (Text & Cases), Himalaya Publications, 2007.

[Back](#)**BA9172 LABOUR LEGISLATIONS****L TP C
3 0 0 3**

Legal Provision relating to

- a) Wages
- b) Working Conditions and Labour Welfare
- c) Industrial Relations
- d) Social Security

Contained in the following acts are to be studied.

	Periods
1. The Factories Act, 1948	3
2. The Trade Unions Act, 1926	4
3. The Payment of Wages Act, 1936	3
4. The Minimum Wages Act, 1948	2

5. The Industrial Disputes Act, 1947	5
6. The Workmen's Compensation Act, 1923	2
7. The Payment of Gratuity Act, 1972	3
8. The Payment of Bonus Act, 1965	3
9. The Employee's Provident Fund & Misc. Act, 1952	3
10. The Employees State Insurance Act, 1948	4
11. The Industrial Employment (Standing Orders) Act, 1946	3
12. The Apprentices Act, 1961	2
13. The Equal Remuneration Act, 1976	2
14. The Maternity Benefit Act, 1961	2
15. Contract Labour Regulations and Abolition Act, 1970	2
16. The Child Labour Prevention and Regulation Act, 1986	2

Total: 45

TEXT BOOKS:

1. P.K. Padhi, Industrial Laws, PHI, 2008.
2. Kapoor N. D , Elements of Mercantile Law, Sultan Chand, 2008.

REFERENCES

- 1 Tax Mann, Labour Laws, 2008.
- 2 D. R. N. Sinha, Indu Balasinha & Semma Priyadarshini Shekar, Industrial Relation, Trade unions and Labour Legislation, 2004.
- 3 Respective Bare Acts.

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BA9173 STRATEGIC HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT

L T P C
3 0 0 3

UNIT – I HUMAN RESOURCE DEVELOPMENT

10

Meaning – Strategic framework for HRM and HRD – Vision, Mission and Values – Importance – Challenges to Organisations – HRD Functions - Roles of HRD Professionals - HRD Needs Assessment - HRD practices – Measures of HRD performance – Links to HR, Strategy and Business Goals – HRD Program Implementation and Evaluation – Recent trends – Strategic Capability , Bench Marking and HRD Audit.

UNIT – II E-HRM 6

e- Employee profile– e- selection and recruitment - Virtual learning and Orientation – e - training and development – e- Performance management and Compensation design – Development and Implementation of HRIS – Designing HR portals – Issues in employee privacy – Employee surveys online.

UNIT – III CROSS CULTURAL HRM 7

Domestic Vs International HRM - Cultural Dynamics - Culture Assessment - Cross Cultural Education and Training Programs – Leadership and Strategic HR Issues in International Assignments - Current challenges in Outsourcing, Cross border M and A- Repatriation etc - Building Multicultural Organisation - International Compensation.

UNIT – IV CAREER & COMPETENCY DEVELOPMENT 10

Career Concepts – Roles – Career stages – Career planning and Process – Career development Models– Career Motivation and Enrichment –Managing Career plateaus- Designing Effective Career Development Systems – Competencies and Career Management – Competency Mapping Models – Equity and Competency based Compensation.

UNIT – V EMPLOYEE COACHING & COUNSELING 12

Need for Coaching – Role of HR in coaching – Coaching and Performance – Skills for Effective Coaching – Coaching Effectiveness– Need for Counseling – Role of HR in Counseling - Components of Counseling Programs – Counseling Effectiveness – Employee Health and Welfare Programs – Work Stress – Sources - Consequences – Stress Management Techniques.- Eastern and Western Practices - Self Management and Emotional Intelligence.

Total: 45

TEXT BOOKS

1. Randy L. Desimone, Jon M. Werner – David M. Mathis, Human Resource Development, Cengage Learning, 2007.
2. Jeffrey A Mello, Strategic Human Resource Management, Cengage Learning, Southwestern 2007.

REFERENCES

1. Bernadin, Human Resource Management, Tata McGraw Hill, 2006.
2. Robert L. Mathis and John H. Jackson, Human Resource Management, Cengage Learning, 2007.
3. Rosemary Harrison, Employee Development – University Press, India Ltd, New Delhi, 2007.
4. Tony Edwards and Chris Rees, International Human Resource Management , Pearson, 2007.
5. Chris Brewstes, Paul Sparrow, Guy Vernon, International Human Resource Management , University Press 1st Edition 2008.

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UNIT – I INTRODUCTION TO SOCIAL PSYCHOLOGY**6**

Social Psychology – Origin and development – Social behaviour and social thought – Applications in society and business.

UNIT – II PERCEIVING AND UNDERSTANDING OTHERS**9**

Social perception – Nonverbal communication – Attribution – Impression formation and impression management.

UNIT – III COGNITION IN THE SOCIAL WORLD**10**

Social cognition – Schemas – Heuristics – Errors – Attitudes & Behaviour – Persuasion – Cognitive dissonance – Self, Self Esteem & Social Comparison.

UNIT – IV INTERPERSONAL RELATIONS**10**

Social identity – Prejudice – Discrimination – Aggression – Interpersonal attraction.

UNIT – V APPLIED SOCIAL PSYCHOLOGY**10**

Social Influence – Conformity – Compliance – Social Influence - Prosocial behaviour – Groups – Social issues.

Total: 45**TEXT BOOK**

1. Baron, Byrne and Brascombe, Social Psychology, 11th Edition, Pearson, 2006.
2. David G. Myers, Social Psychology, Tata McGraw Hill, 8th Edition, 2005.

REFERENCES

1. Baron and Byrne, Social Psychology, 8th Edition, PHI, 2006.
2. Journal of Personality and Social Psychology – Current issues.
3. Journal of Applied Social Psychology – Current issues.
4. Journal of Social and Personal Relationships – Current issues.
5. Journal of Occupational and Organisational Psychology - Current issues

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BA9175	STRESS MANAGEMENT	L T P C
		3 0 0 3

UNIT – I	UNDERSTANDING STRESS	6
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Meaning – Symptoms – Works Related Stress – Individual Stress – Reducing Stress – Burnout.

UNIT – II	COMMON STRESS FACTORS TIME & CAREER PLATEAUING	12
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Time Management – Techniques – Importance of planning the day – Time management schedule – Developing concentration – Organizing the Work Area – Prioritizing – Beginning at the start – Techniques for conquering procrastination – Sensible delegation – Taking the right breaks – Learning to say ‘No’.

UNIT – III	CRISIS MANAGEMENT	10
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Implications – People issues – Environmental issues – Psychological fall outs – Learning to keep calm – Preventing interruptions – Controlling crisis – Importance of good communication – Taking advantage of crisis – Pushing new ideas – Empowerment.

UNIT – IV	WORK PLACE HUMOUR	5
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Developing a sense of Humour – Learning to laugh – Role of group cohesion and team spirit – Using humour at work – Reducing conflicts with humour.

UNIT – V	SELF DEVELOPMENT	12
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Improving Personality – Leading with Integrity – Enhancing Creativity – Effective decision Making – Sensible Communication – The Listening Game – Managing Self – Meditation for peace – Yoga for Life.

Total: 45

REFERENCES

1. Cooper, Managing Stress, Sage, 2007
2. Waltschafer, Stress Management, Cengage Learning, 4th Edition 2008.
3. Jeff Davidson, Managing Stress, Prentice Hall of India, New Delhi, 2006.
4. S.K. Chakraborty & Pradip Bhattacharya, Human values, New Age International 2008
5. Swami Ranganathananda, Eternal Values for a changing society, Bharatiya Vidya Bhavan, 2003.

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BA9176	SYSTEMS ELECTIVES DATABASE MANAGEMENT SYSTEM	L T P C 3 0 0 3
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UNIT – I INTRODUCTION 9

Database and DBMS – characteristics – importance – advantages – evolution - codd rules- database architecture; data organization- file structures and indexing

UNIT – II MODELING AND DESIGN FRAME WORK 9

Data models- Conceptual design- ER diagram-relationships- normalization -data management and system integration

UNIT – III DATABASE IMPLEMENTATION 9

Query languages-SQL for data creation, retrieval and manipulation, database transactions, concurrency control, atomicity, recovery, security, backup and recovery, data base administration- client server architecture based RDBMS.

UNIT – IV DISTRIBUTED DATABASE AND OBJECT ORIENTED DATABASES 9

Concepts of distributed databases and design, Object oriented databases-object life cycle modeling conceptual design-UML.

UNIT – V EMERGING TRENDS 9

Overview of visual databases and knowledge based databases-conceptual design and business impacts. Scope for professionals and certifications such as Oracle Certified Professional.

Total: 45

TEXT BOOKS

1. Peter Rob, Carlos Coronel, Database System and Design, Implementation and Management, 7 th edition, Cengage Learning,
2. Jeffrey A Hoffer et al, Modern Database Management, 8th Edition, Pearson Education, 2008,

REFERENCES

1. V. K. Jain, Database Management Systems, Dreamtech press, 2007
2. Narayan S. Umanath and Richard W. Scamell, Data Modeling and database design, Thomson course technology, 2008
3. Mark L.Gillenson & el, Introduction database management, Wiley India Pvt. Ltd, 2008
4. Peter Rob and Carlos Coronel, Database systems- Design, Implementation and Management, Thomson Course technology, 2008
5. Hector Garcia -Molica et al, Database Systems – The complete book, Pearson Education, 2008

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BA9177 E-COMMERCE TECHNOLOGY AND MANAGEMENT L T P C
3 0 0 3

UNIT – I INTRODUCTION TO E-COMMERCE 8

Electronic commerce and physical commerce - Economic forces – advantages – myths - business models.

UNIT – II TECHNOLOGY INFRASTRUCTURE 10

Internet and World Wide Web, internet protocols - FTP, intranet and extranet - cryptography, information publishing technology- basics of web server hardware and software.

UNIT – III BUSINESS APPLICATIONS 10

Consumer oriented ecommerce –etailing and models - Marketing on web – advertising, e-mail marketing, e-CRM; Business oriented ecommerce – E-Government, EDI on the internet, SCM; Web Auctions, Virtual communities and Web portals

UNIT – IV ECOMMERCE PAYMENTS AND SECURITY 9

E payments - Characteristics of payment of systems, protocols, E-cash, E- check and Micro payment systems.

UNIT – V LEGAL AND PRIVACY ISSUES IN E- COMMERCE 8

Legal, Ethics and privacy issues – Protection needs and methodology – consumer protection, cyber laws , contracts and warranties . Taxation and encryption policies.

Total: 45

TEXT BOOKS

1. Hentry Chan & el , E-Commerce – fundamentals and Applications, Wiley India Pvt Ltd, 2007.
2. Gary P. Schneider, Electronic commerce, Thomson course technology, Fourth annual edition, 2007

REFERENCES

1. Bharat Bhasker, Electronic Commerce – Frame work technologies and Applications, 3rd Edition. Tata McGrawHill Publications, 2008.
2. Kamlesh K.Bajaj and Debjani Nag, Ecommerce- the cutting edge of Business, Tata McGrawHill Publications, 2008
3. Efraim Turban et al, Electronic Commerce –A managerial perspective, Pearson Education Asia, 2006.
4. Kalakota et al, Frontiers of Electronic Commerce, Addison Wesley, 2004

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Unit – I	INTRODUCTION	8
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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 - Case studies.

UNIT – II	ERP SOLUTIONS AND FUNCTIONAL MODULES	10
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Overview of ERP software solutions- Small medium and large enterprise vendor solutions, BPR, Business Engineering and best Business practices - Business process Management. Overview of ERP modules -sales and Marketing, Accounting and Finance, Materials and Production management etc. -Case studies.

UNIT – III	ERP IMPLEMENTATION	10
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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-Case studies.

UNIT – IV	POST IMPLEMENTATION	8
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Maintenance of ERP- Organizational and Industrial impact; Success and Failure factors of and ERP Implementation -case studies.

UNIT – V	EMERGING TRENDS ON ERP	9
-----------------	-------------------------------	----------

Extended ERP systems and ERP bolt –on -CRM, SCM, Business analytics etc- Future trends in ERP systems-web enabled, Wireless technologies so on-Case studies.

Total: 45

TEXT BOOK

1. Alexis Leon, ERP demystified, second Edition Tata McGraw-Hill, 2006.

REFERENCES

1. Jagan Nathan Vaman, ERP in Practice, Tata McGraw-Hill, 2008
2. Alexis Leon, Enterprise Resource Planning, second edition, Tata McGraw-Hill, 2008.
3. Mahadeo Jaiswal and Ganesh Vanapalli, ERP Macmillan India, 2006.
4. Vinod Kumar Grag and N.K. Venkitakrishnan, ERP- Concepts and Practice, Prentice Hall of India, 2006.
5. Summer, ERP, Pearson Education, 2008.

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BA9179	DECISION SUPPORT SYSTEM AND INTELLIGENT SYSTEM	L T P C 3 0 0 3
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UNIT – I	INTRODUCTION	9
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Management Support systems, Decision making, Models, DSS Overview, Data, Model, Knowledge Management system.

UNIT – II	DATA AND MODEL MANAGEMENT SYSTEMS	9
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Data Collection, Data Warehousing, Data Mining, Data visualization, Modeling, Static and dynamic, Optimization, Heuristic, Simulation, Multidimensional modeling.

UNIT – III	GSS, ENTERPRISE DSS, KMS	9
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Group support system, Technologies, Enterprise DSS, MRP II, ERP, SCM , Knowledge management methods, Technologies, Tools.

UNIT IV	KNOWLEDGE BASED DSS	9
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Artificial Intelligence, Expert System, Knowledge Acquisition and validation, Knowledge representation, Inference techniques.

UNIT – V	ADVANCED INTELLIGENT SYSTEMS	9
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Neural Computing, Fuzzy Logic, Intelligent Agents, Implementation, Integration, Intelligent DSS.

Total: 45

TEXT BOOK

1. Efraim Turban and Jay E. Aronson, Decision Support System and Intelligent Systems, Prentice Hall International, 2002

REFERENCES

1. Janakiraman V. S and Sarukesi K, Decision Support Systems, Prentice Hall of India, 1999.
2. Lofti, Decision Support System and Management, McGraw Hill Inc, International Edition, New Delhi 1996.
3. Marakas, Decision Support System, Prentice Hall International, Paperback Edition, New Delhi, 1998.

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BA9180	SOFTWARE PROJECT AND QUALITY MANAGEMENT	L T P C
		3 0 0 3

Unit – I	INTRODUCTION	9
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Software Projects, Projects Planning, Process models, Waterfall, RAD, V, Spiral, Incremental, Prototyping, Project Tracking.

UNIT – II	SOFTWARE METRICS	9
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Goal, Question, Metric (GQM) model, Product Quality metrics, In process Quality metrics, Metrics for software maintenance and testing, Complexity Metrics.

UNIT – III	SOFTWARE PROJECT ESTIMATION	9
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Effort Estimation, Expert Judgment, LOC, Function Points, Object Points, COCOMO, Risk Management.

UNIT – IV	SOFTWARE QUALITY	9
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Quality Management Systems, Software Quality Models, FURPS, McCall's Models, Applying seven basic quality tools in software development, Measuring Quality, Gilb, CoQUAMO.

UNIT – V	SOFTWARE QUALITY ASSURANCE	9
-----------------	-----------------------------------	----------

Software Reliability models, Rayleigh model, Defect Removal Effectiveness, Quality standards, ISO 9000 models and standards for process improvement, CMM, PCMM, CMMI, SPICE

Total: 45

TEXT BOOKS

1. Roger S. Pressman, Software Engineering A Practitioners Approach, McGraw Hill International Edition, New Delhi, 2005.
2. Stephen Kan, Metrics and Models in Software Quality Engineering, Pearson Education Asia, 2004.

REFERENCES

1. Walker Royce, Software Project Management – A unified framework, Pearson Education Asia, New Delhi, 2000.
2. Alan Gillies, Software Quality – Theory and Management, Thomson Learning, 2003.
3. Bob Hughes and Mike Cotterell, Software Project Management, Tata McGraw Hill, 2003.
4. Robert T. Futrell, Donald F. Sahefer and Linda I. Shafer, Quality Software Project Management, Pearson Education Asia, 2002.
5. Richard H. Thayer, Software Engineering Project Management, John Wiley, 2007. [Back](#)

BA9181	DATA MINING AND DATA WAREHOUSING	L T P C 3 0 0 3
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UNIT – I	INTRODUCTION TO DATA MINING	9
-----------------	------------------------------------	----------

Architecture of data and organization-Relational, Transactional, Spatial data so on- Reporting and query processing –Relation to statistics, Machine learning- Data mining tasks – Process - Virtuous cycle of data mining-case studies.

UNIT – II	DATA WAREHOUSING	8
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Data ware house – characteristics and view - OLTP and OLAP - Design and development of data warehouse- Case studies.

UNIT – III	DATA MINING TOOLS, METHODS AND TECHNIQUES	10
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Lure of statistics- Regression and correlation; Classification- Decision trees; clustering –Neural networks; Market basket analysis- Association rules-Genetic algorithms and link analysis- With case study.

UNIT – IV	DATA MINING APPLICATIONS	9
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Applications in various sectors - Financial services- Financial time serious prediction, retail banking-Credit risk management and credit scorecards, Genetics, Biological , CRM, Target marketing -Case studies.

UNIT – V	DATA MINING TRENDS	9
-----------------	---------------------------	----------

Text mining –Web mining- Spatial mining- web usage mining –E-metrics and Ecommerce data analysis- web promotions-Tutorial on data mining software.

Total: 45

TEXT BOOKS

1. Michel Berry and Gordon Linoff, Data mining techniques for Marketing, Sales and Customer support, John Wiley, 2004.
2. Jaiwei Ham and Micheline Kamber, Data Mining concepts and techniques, Kauffmann Publishers 2001.

REFERENCES

1. W.H.Inmon, Building the Data Warehouse, fourth edition Wiley India pvt. Ltd.
2. Ralph Kimball and Richard Merz, The data warehouse toolkit, John Wiley, 2001.
3. Michel Berry and Gordon Linoff, Mastering Data mining, John Wiley and Sons Inc 2004.
4. Mattison, Web Warehousing and Knowledge Management, Tata McGraw Hill 2001.
5. G. K. Gupta, Introduction to Data mining with Case Studies, Prentice hall of India.
6. Giudici, Applied Data mining – Statistical Methods for Business and Industry, John Wiley.

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BA9182	KNOWLEDGE MANAGEMENT SYSTEM	L T P C
		3 0 0 3

UNIT – I	INTRODUCTION	9
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Knowledge management theory and practice, Major approaches to KM cycle, Zack, Bukowitz and Williams, McElroy, Wiig, Integrated cycle.

UNIT – II	KNOWLEDGE MANAGEMENT MODELS	9
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Major theoretical KM models, Von Krogh and Ros, Nonaka and Takeuchi, Choo sense-making KM model, Wiig model, Boisot I-space, Complex Adaptive System models, Tacit and Explicit knowledge capture.

UNIT – III	KM TOOLS STRATEGY AND METRICS	9
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KM capture and creation tools, Sharing and Dissemination tools, Acquisition and Application tools, KM strategy, Knowledge audit, Gap analysis, KM metrics, Benchmarking, Balanced scorecard, House of Quality method.

UNIT – IV	KM IN ORGANISATION	9
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Organisational culture, Organisational maturity models, KM team, Ethics of KM, future challenges for KM, Research issues, Knowledge application at individual, group and organisational levels, Knowledge reuse, Knowledge repositories.

UNIT – V	KNOWLEDGE LEADERSHIP	9
-----------------	-----------------------------	----------

Knowledge Leadership styles, Knowledge alignment with business strategies, Pragmatic knowledge development, Balancing knowledge and business management systems, Constructing knowledge infrastructure.

Total: 45

TEXT BOOK

1. Kimiz Dalkir, Knowledge Management in Theory and Practice, Butterworth – Heinemann 2008.

REFERENCES

1. Stuart Barnes, Knowledge Management Systems – Theory and Practice, Cengage Learning, 2002.
2. Steven Cavaleri and Sharon Seivert with Lee W. Lee, Knowledge Leadership – The Art and Science of Knowledge based organisation, Butterworth – Heinemann, 2008.

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UNIT – I INTRODUCTION**9**

Definition, BI process- Private and Public intelligence, BI Decision Support Initiatives, Business Drivers, Cost- Benefit analysis, Risk Assessment, Enterprise Infrastructure Evaluation-Technical and Non-technical.

UNIT – II PROJECT PLANNING AND DATA ANALYSIS**9**

BI Project planning, Requirements definition and gathering, deliverables, Business focused data analysis, top-down Logical data modeling, Bottom-up source data analysis, data cleansing, Prototyping.

UNIT – III METADATA REPOSITORY ANALYSIS AND DESIGN**9**

Meta Data models, Analysis, Database design, Extract/ Transform / Load (ETL) design, Meta data design, ETL development.

UNIT – IV APPLICATION DEVELOPMENT**9**

OLAP tools, Multidimensional analysis factors, architecture, Data mining, Risks, Metadata repository development, Implementation, Release evaluation.

UNIT – V MODERN INFORMATION TECHNOLOGY AND ITS BUSINESS OPPORTUNITIES**9**

Business intelligence software, BI on web, Ethical and legal limits, Industrial espionage, BI software, modern techniques of crypto analysis, managing and organizing for an effective BI Team.

Total: 45**TEXT BOOKS**

1. Larissa T. Moss and Shaku Atre, Business Intelligence Roadmap : The complete project Lifecycle for Decision Support Applications, Addison Wesley, 2003.
2. Efraim Turban, Ramesh Sharda, Jay E. Aronson and David King, Business Intelligence, Prentice Hall, 2008.

REFERENCES

1. Elizabeth Vitt, Michael Luckevich Stacia Misner, Business Intelligence, Microsoft, 2002.
2. Michalewicz Z., Schmidt M. Michalewicz M and Chiriack C, Adaptive Business Intelligence, Springer – Verlag, 2006.
3. Galit Shmueli, Nitin R. Patel and Peter C. Bruce, Data Mining for Business Intelligence – Concepts, Techniques and Applications Wiley, India, 2007.

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BA9184	BUSINESS MODELLING	L T P C 3 0 0 3
UNIT – I	INTRODUCTION	9
Business analysis, Business analyst, Competencies of business analyst, Strategy analysis, Stakeholders analysis, Environment analysis, SWOT analysis.		
UNIT – II	BUSINESS ANALYSIS PROCESS MODEL	9
Process models, Process analysis, Investigation techniques, Requirements engineering, Validating the requirements, Modelling business systems.		
UNIT – III	BUSINESS SYSTEM	9
Soft systems, Business perspectives, Business activity models, critical success factors, key performance Indicators, Business activity model, gap analysis.		
UNIT – IV	BUSINESS PROCESS MODELLING	9
Business processes - Business process modelling, business modelling techniques, business case analysis, case development, Managing business change, Governance.		
UNIT – V	MANAGING THE INFORMATION RESOURCE	9
Managing data resource, modelling system functions, system data, data modelling and administration, technology for capturing and storing data, Security.		
		Total: 45

REFERENCES

1. Becker J, Kuegler M, Rosemann M, Process Management: A Guide for the Business Processes, Berlin Springer, 2003.
2. Senn J. A, Business Information Technology in Business : Principles, Practices and Opportunities, Prentice Hall, 2000
3. Harmon P, Business Process Change, Morgan Kaufmann, Boston MA, 2003.
4. Lynda M. Applegate, Robert D Austin, F Warren M. Farlan, Corporate Information – Strategy and Management, Tata Mc Graw Hill, 2007.
5. Henry C. Lucas Jr, Information Technology-Strategic Decision Making for Managers, Wiley, 2005.
6. Dorian Pyle, Business Modelling and Data Mining, Morgan Kaufmann Publishers, 2005.
7. Parag Kulkarni and Pradip K. Chande, IT Strategy for Business, Oxford Higher Education, 2008.

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Total: 45

1. Janat Shah, Supply Chain Management – Text and Cases, Pearson Education, 2009.
2. Sunil Chopra and Peter Meindl, Supply Chain Management-Strategy Planning and Operation, PHI Learning / Pearson Education, 2007.
3. David Simchi-Levi, Philip Kaminsky, Edith Simchi-Levi, Designing and Managing the Supply Chain: Concepts, Strategies, and Cases, Tata McGraw-Hill, 2005.

1. Altekar Rahul V, Supply Chain Management-Concept and Cases, PHI, 2005.

2. Shapiro Jeremy F, Modeling the Supply Chain, Thomson Learning, Second Reprint , 2002.
3. Ballou Ronald H, Business Logistics and Supply Chain Management, Pearson Education, Second Indian Reprint, 2004.
4. Joel D. Wisner, G. Keong Leong, Keah-Choon Tan, Principles of Supply Chain Management- A Balanced Approach, South-Western, Cengage Learning 2008.

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BA9186	LOGISTICS MANAGEMENT	LT P C
		3 0 0 3

UNIT – I	INTRODUCTION	9
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Definition and Scope of Logistics – Functions & Objectives – Customer Value Chain – Service Phases and attributes – Value added logistics services – Role of logistics in Competitive strategy – Customer Service

UNIT – II	WAREHOUSING AND MATERIALS HANDLING	9
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Warehousing Functions – Types – Site Selection – Decision Model – Layout Design – Costing – Virtual Warehouse.

Material Handling equipment and Systems – Role of Material Handling in Logistics. Automated Material Handling. Material Storage Systems – principles – benefits – methods.- ASRS.

UNIT – III	TRANSPORTATION AND PACKAGING	9
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Transportation System – Evolution, Infrastructure and Networks. Freight Management – Vehicle Routing – Containerization. Modal Characteristics, Inter-modal Operators and Transport Economies.

Packaging- Design considerations, Material and Cost. Packaging as Unitisation. Consumer and Industrial Packaging.

UNIT – IV	PERFORMANCE MEASUREMENT AND COSTS	9
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Performance Measurement – Need, System, Levels and Dimensions. Internal and External Performance Measurement. Logistics Audit.

Total Logistics Cost – Concept, Accounting Methods. Cost – Identification, Time Frame and Formatting.

UNIT – V	CURRENT TRENDS	9
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Logistics Information Systems – Need, Characteristics and Design. E-Logistics – Structure and Operation. Logistics Resource Management eLRM. Automatic Identification Technologies. Warehouse Simulation.

Reverse Logistics – Scope, design and as a competitive tool. Global Logistics – Operational and Strategic Issues, ocean and air transportation. Strategic logistics planning.

Total: 45

TEXT BOOKS

1. Bowersox Donald J, Logistics Management – The Integrated Supply Chain Process, Tata McGraw Hill, 2000.
2. Sople Vinod V, Logistics Management – The Supply Chain Imperative, Pearson Education, Indian Reprint 2004.

REFERENCES

1. Coyle et al., The Management of Business Logistics, Thomson Learning, 7th Edition, 2004.
2. Ailawadi C Sathish & Rakesh Singh, Logistics Management, PHI, 2005.
3. Bloomberg David J et al., Logistics, Prentice Hall India, 2005.
4. Pierre David, International Logistics, Biztantra, 2003.
5. Ballou Ronald H, Business Logistics and Supply Chain Management, Pearson Education, Second Indian Reprint, 2004.

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BA9187	ADVANCED OPERATIONS MANAGEMENT	L T P C 3 0 0 3
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UNIT – I	OPERATIONS STRATEGY IN A GLOBAL ENVIRONMENT	9
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Global view of Operations – Missions and Strategies – OM Decisions – Issues in Operations Strategy – Strategy Development and Implementation – Global operations Strategy options.

UNIT – II	FORECASTING AND SCHEDULING MODLES	9
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Forecasting – Types, Quantitative Models – Moving Averages and Smoothing techniques – Error estimations. Scheduling and Sequencing models.

UNIT – III	LOCATION AND LAYOUT STRATEGIES	9
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Location Decisions – Strategic importance, Factors, Methods. Service Location Strategies. Layout – Types – Office, retail, warehousing, fixed-position, process-oriented, work-cells, Repetitive and product oriented layouts.

UNIT - IV	MRP AND ERP	9
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MRP – Genesis, Prerequisites, Computations. Handling Uncertainties – EOQ in MRP –MRP II – ERP Models and Software.

UNIT – V	RECENT TRENDS IN OPERATIONS MANAGEMENT	9
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Recent Trends in operations management – Lean manufacturing, CIM, Synchronous manufacturing & theory of constraints - Agile Manufacturing.

Total: 45

TEXTBOOKS

1. Norman Gaither and Gregory Frazier, Operations Management, South Western, Cengage Learning, 2002.
2. Jay Heizer & Barry Render, Operations Management, Pearson Education, 2008.

REFERENCES

1. Roberta S. Russell & Bernard W. Taylor Operations Management – Quality and Competitiveness in global environment, Wiley India Fifth Edition, 2006.
2. Chary SN, Production and Operations Management, Tata McGraw Hill, 2006
3. Richard Chase & Nicolas Aquilano Operations Management for Competitive advantage, 10/e, TMH, 2006.

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BA9188	PRODUCT DESIGN	L T P C 3 0 0 3
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UNIT – I	INTRODUCTION	9
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Defining Product, Types of products. Successful Product development – characteristics, duration and cost, challenges. Development Process: Generic Process- Adapting to product types. Stage-gate model - New Service Development Process

UNIT – II	PRODUCT PLANNING	9
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Product Planning Process – Steps. Product Life Cycle. Technology Life Cycle - Understanding Customer Needs - Disruptive Technologies- Product Specification - Concept Generation – Activity- Steps- Brain Storming,

UNIT – III	PRODUCT CONCEPT	9
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Concept Selection – Importance, Methodology, concept Screening, Concept Scoring. Concept Testing. Product Architecture- Definition, Modularity, implication, Establishment, Delayed Differentiation, Platform Planning.

UNIT – IV	INDUSTRIAL DESIGN AND DESIGN TOOLS	9
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Industrial Design, Design for Manufacturing-Value Engineering-Ergonomics-Prototyping-Robust Design- Collaborative Product development- Product development economics.

UNIT – V	PATENTS	9
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Defining Intellectual Property and Patents, Patent Searches and Application, Patent Ownership and Transfer, Patent Infringement, New Developments and International Patent Law.

Total: 45

TEXT BOOK

1. Karl T. Ulrich and Steven D. Eppinger, Product Design and Development, Tata McGraw – Hill, Third Edition, reprint 2008.

REFERENCES

1. A.K. Chitale and R.C. Gupta, Product Design and Manufacturing, PHI, 2008.
2. Michael Grieves, Product Life Cycle Management, Tata McGraw Hill , 2006.
3. Deborah E. Bouchoux, Intellectual Property Rights, Delmar, Cengage Learning, 2005.
4. Kerber, Ronald L, Laseter, Timothy M., Strategic Product Creation, Tata- McGraw Hill, 2007.
5. Bruce T. Barkley, Project Management in New Product Development, Tata McGraw Hill, 2008.

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BA9189	SERVICES OPERATIONS MANAGEMENT	L T P C 3 0 0 3
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UNIT – I	INTRODUCTION	9
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Importance and role of Services -Nature of services -Service classification Service Package
Service Strategy -Internet strategies - Environmental strategies.

UNIT – II	SERVICE DESIGN	9
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New Service Development - Designing the Service delivery system: Service Blue-printing -
Managing Service Experience - Front-office Back-office Interface - Service scape – Implication
for Service Design

UNIT – III	SERVICE QUALITY	9
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Service Quality- SERVQUAL, -Gap Model -Complaint management - Walk-through Audit -
Service Recovery - Service Guarantees - Service Encounter.

UNIT – IV	OPERATING SERVICES	9
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Service operational planning and control -Process Analysis - Process Simulation -Service
Facility Location -Capacity Management in Services – Queuing models - Waiting Lines –
Simulation - Yield management.

UNIT – V	TOOLS AND TECHNIQUES	9
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Inventory Management in Services – Retail Discounting Model - Newsvendor Model - Vehicle
Routing and Scheduling -Productivity and Performance measurement - Data Envelopment
Analysis (DEA) -Scoring System – Method for customer selection.

Total: 45

TEXT BOOKS

1. James A. Fitzsimmons, Mona J. Fitzsimmons, Service Management – Operations, Strategy, Information Technology, Tata McGraw – Hill Edition 2006.
2. Richard Metters, Kathryn King-Metters, Madeleine Pullman, Steve Walton Service Operations Management, South-Western, Cengage Learning, 2006.

REFERENCES

1. Cengiz Haksever, Barry Render, Roberta S. Russell, Robert G. Murdick, Service Management and Operations, Pearson Education – Second Edition.
2. Robert Johnston, Graham Clark, Service Operations Management, Pearson Education, 2005.

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BA9190	PROJECT MANAGEMENT	L T P C 3 0 0 3
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UNIT – I	INTRODUCTION TO PROJECT MANAGEMENT	9
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Project Management – Definition –Goal - Lifecycles. Project Selection Methods. Project Portfolio Process – Project Formulation. Project Manager – Roles- Responsibilities and Selection – Project Teams.

UNIT – II	PLANNING AND BUDGETING	9
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The Planning Process – Work Break down Structure – Role of Multidisciplinary teams. Budget the Project – Methods. Cost Estimating and Improvement. Budget uncertainty and risk management.

UNIT – III	SCHEDULING & RESOURCE ALLOCATION	9
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PERT & CPM Networks – Project Uncertainty and Risk Management – Simulation – Gantt Charts – Expediting a project – Resource loading and leveling. Allocating scarce resources – Goldratt's Critical Chain.

UNIT – IV	CONTROL AND COMPLETION	9
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The Plan-Monitor-Control cycle – Data Collecting and reporting – Project Control – Designing the control system. Project Evaluation, Auditing and Termination.

UNIT – V	PROJECT ORGANISATION & CONFLICT MANAGEMENT	9
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Formal Organisation Structure – Organisation Design – Types of project organizations. Conflict – Origin & Consequences. Managing conflict – Team methods for resolving conflict.

Total: 45

TEXT BOOKS

1. Samuel J. Mantel et al. Project Management – Core Textbook, First Indian Edition, Wiley India, 2006.
2. John M. Nicholas, Project Management for Business and Technology - Principles and Practice, Second Edition, Pearson Education, 2006.

REFERENCES

1. Clifford Gray and Erik Larson, Project Management, Tata McGraw Hill Edition, 2005.
2. Gido and Clements, Successful Project Management, Second Edition, Thomson Learning, 2003.
3. John M. Nicholas and Herman Steyn, Project Management for Business, Engineering and Technology, Butterworth-Heinemann, 2008.

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BA9191	ADVANCED MAINTENANCE MANAGEMENT	L T P C
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UNIT – I	MAINTENANCE CONCEPTS	9
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Objectives and functions of Maintenance – Maintenance Strategies – Organisation for Maintenance – Five Zero Concept

UNIT – II	FAILURE DATA ANALYSIS	9
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MTBF, MTTF, Useful Life – Survival Curves – Failure Time distributions (Poisson, Exponential and Normal) - Repair Time Distribution – Maintainability Prediction – Design for Maintainability – Availability.

UNIT – III	MAINTENANCE PLANNING AND REPLACEMENT DECISION	9
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Overhaul and repair – meaning and difference – Optimal overhaul – Repair policies for equipment subject to break down – Spare parts management.
Optimal interval between preventive replacement of equipment subject to break down, group replacement.

UNIT – IV	MAINTENANCE POLICIES	9
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Fixed Time Maintenance – Condition based Maintenance. Operate to failure – Opportunity Maintenance – Design out maintenance – Total Productive Maintenance.

UNIT – V	RECENT TECHNIQUES	9
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Reliability Centered Maintenance (RCM) – Total Productive Maintenance (TPM) – Philosophy and implementation – Signature Analysis – CMMS – Concept of Terotechnology – Reengineering Maintenance process.

Total: 45

TEXT BOOKS

1. Mishra RC and Pathak K, Maintenance Engineering and Management, PHI, 2005.
2. Sushil Kumar Srivatsava, Industrial Maintenance Management, S Chand and Company, 2005.

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1. Jardine AK, Maintenance, Replacement and Reliability, Pitman Publishing.
2. Kelly and Harris MJ, Management of Industrial Maintenance, Butterworth and Company Limited.

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BA9192 ROBUST DESIGN

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UNIT – I INTRODUCTION

9

Introduction to robust design - Robust Design and Experiments -Planning of experiments - Overview of quality by design - Quality loss function -ANOVA rationale -Single Factor Experiments.

UNIT – II FACTORIAL EXPERIMENTS

9

Basic Definition and Principles - Two factor factorial design - tests on means - EMS rule - 2^K and 3^K factorial designs -Fractional factorial design.

UNIT – III SPECIAL EXPERIMENTAL DESIGNS

9

Randomized blocks - Latin square design - Blocking and confounding - Response Surface Method - Nested designs.

UNIT – IV ORTHOGONAL EXPERIMENTS

9

Comparison of classical and Taguchi' s approach - Selection and application of orthogonal arrays for design - Conduct of experiments -collection and analysis of simple experiments - modifying orthogonal arrays - multi-response data analysis.

UNIT – V MAKING THE DESIGN ROBUST

9

Variability due to noise factors - classification of quality characteristics and parameters - objective functions - Parameter design - optimization using S/N ratios - attribute data analysis.

Total: 45

TEXTBOOK

1. Douglas.C. Montgomery, Design and Analysis of Experiments, John Wiley and Sons 2005.
2. Phillip J. Rose, Taguchi techniques for quality engineering, Tata McGraw Hill, 2005.

REFERENCES

1. Nicolo Belavendram, Quality by Design: Taguchi techniques for industrial Experimentation, Prentice Hall 1999.
2. Tapan. P. Bagchi, Taguchi methods explained: Practical steps to Robust Design, PHI, 1993.

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