



Mahatma Gandhi University
MEGHALAYA
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SYLLABUS MANUAL

MANAGEMENT PROGRAMME

PROGRAMME CODE --- 210102

Advance Diploma Of Business Administration (ADBA)

YEAR I

CODE	SUBJECT	CREDIT
MP11	Principles of management	4
MP12	Managerial economics	4
MP13	Introduction to information technology	4
MP14	Communication skills	4
MP15	Financial accounting	4
MP16	Business law	4
MP17	Marketing Management	4
MP32	Presentation/Seminar	10
TOTAL		38

YEAR II

CODE	SUBJECT	CREDIT
MP18	Human Resources Management	4
MP19	Logistics Management	4
MP20	Corporate legal framework	4
MP21	Project Management	4
MP22	Management Information System	4
MP23	Production and Operations Management	4
MP24	Organization Behaviour	4
TOTAL		28

Detailed Syllabus

YEAR I

MP11--- Principle of Management

Unit 1 Introduction to Management

Introduction, Concept of Management, Definition of Management, Need for Management, Objectives of Management, Evolution of Management, Classical School of Thought, Scientific School of Thought, Behavioral School of Thought, Modern Approach to Management, Management Process, Distinction between Management and Administration, Managers-Executors of Management, Decision-Making, Summary, Key Terms, Exercise

Unit 2 Planning Function of Management

Introduction, Concept of Planning, Nature of Planning, Importance of Planning, Limitations of Planning, Planning Process, Concept of Strategic Planning, Reasons for Failure of Planning, Summary, Key Terms, Exercise

Unit 3 Organizing Function of Management

Introduction, Organizing-A Basic Function of Management, Organizing Process, Principle of Organizing, Purpose of Organizing

Unit 4 Concept of Organizational Structure

Principles of Organizational Structure, Factors Influencing Organizational Structure, Design of Organizational Structure, Characteristics of Organizational Structure, Elements of Organizational Structure, Departmentation, Span of Management, Delegation of Authority, Assigning Responsibility, Organizational Strategy

Unit 5 Staffing

Organizing the Human Resource, Recruitment, Selection, Compensation, Placement, Induction, Summary, Key Terms, Exercise

Unit 6 Directing Function of Management

Introduction, Concept of Directing, Definition of Directing, Characteristics of Directing, Importance of Directing,

Unit 7 Personality and Attitude

Introduction to personality, types and traits of personality, Theories

Unit 8 Learning

Perception, Motivation (characteristics, types, and theories), Learning Theories

Unit 9 Leadership

Characteristics, types, and theories, Concept of Supervision,

Unit 10 Authority

Concept of Authority, Centralization and Decentralization of Authority, Effectiveness of Delegation, Benefits and Limitations of Delegation, Summary, Key Terms, Exercise

Unit 11 Conflict, Communication, and Coordination

Introduction, Concept of Conflict, Classification of Conflict, Sources of Conflict, Outcomes of Conflict, Management of Conflict

Unit 12 Negotiation

An Approach to Conflict Resolution, Negotiation Process, Negotiation Strategies

Unit 13 Communication

Concept of communication, Communication Process, Types of Communication, Principles of Effective Business Communication, Concept of Coordination, Types of Coordination, Principles of Coordination, Techniques of Coordination, Advantages of Coordination, Summary, Key Terms, Exercise

Unit 14 Controlling Function of Management

Introduction, Concept of Controlling, Purpose of Controlling, Process of Controlling, Types of Control, Relationship between Planning and Controlling, Controlling Overall Organizational Performance, Summary, Key Terms, Exercise

Unit 15 New Concepts in Management

Introduction, Concept of Entrepreneurship, Meaning of Globalization, Concept of Business Ethics, Corporate Social Responsibility, Objectives of CSR, Benefits of CSR, Concept of Total Quality Management, Summary, Key Terms, Exercise

Unit 16 Managing Strategies in an Organization

Introduction, Concept of Strategy, Features and Importance of a Strategy, Concept of Strategic Business Units, Levels of Strategy, Types of Strategies, Concept of Strategic Management, Components of Strategic Management, Process of Strategic Management, Role of Strategic Management, Strategic Management in Marketing, Strategic Management in Finance, Strategic Management in Human Resource, Concept of Strategic Planning, Summary, Key Terms, Exercise

Reference Books: -

1. Principles and Practices of Management by Dr. Kiran Nerkar, Dr. Vilas Chopde (Paperback, Dreamtech Press)
2. Introduction to Management by Vijay Pithadia (Ph. D.) (Paperback, Biztantra)
3. Management Principles & Guidelines by Thomas N. Duening (Ph. D.) & John Ivancevich (Ph. D.) (Paperback, Biztantra)

MP12--- Managerial Economics

Unit 1 Managerial Economics: Meaning, Nature, Scope, and Importance

Introduction, Meaning of Economics, Nature of Economics, Branches of Economics, Concept of Managerial Economics, Scope of Managerial Economics, Importance of Managerial Economics, Role of a Managerial Economist, Major Economic Problems, Summary, Key Terms, End of Chapter Exercise

Unit 2 Business Objectives of Organizations

Introduction, Business Objectives, Objectives of Business Organizations, Maximization of Profit, Maximization of Sales Revenue, Maximization of Organization's Growth Rate, Maximization of Managerial Utility Function Maximization of Satisfaction, Summary, Key Terms, End of Chapter Exercise

Unit 3 Demand and Supply Analysis

Introduction, Concept of Demand, Types of Demand, Determinants of Demand, Law of Demand, Concept of Supply, Determinants of Demand, Law of Demand, Market Equilibrium: Demand and Supply Equilibrium, Summary, Key Terms, End of Chapter Exercise

Unit 4 Elasticity of Demand

Introduction, Elasticity of Demand ,Types of Elasticity of Demand, Price Elasticity of Demand, Income Elasticity of Demand, Cross Elasticity of Demand, Measurement of Elasticity of Demand, Factors Influencing Elasticity of Demand, Summary, Key Terms, End of Chapter Exercise

Unit 5 Demand Forecasting

Introduction, Objectives of Demand Forecasting, Techniques of Demand Forecasting, Survey Methods, Statistical Methods, Criteria for Efficient Demand Forecasting, Summary, Key Terms, End of Chapter Exercise

Unit 6 Utility Analysis and Consumer Behavior Analysis

Introduction, Utility: A Basis of Consumer Demand ,Total Utility, Marginal Utility , Law of Diminishing Marginal Utility Limitations of Law of Diminishing Marginal Utility, Exceptions to the Law of Diminishing Marginal Utility, Measurement of Utility, Cardinal Utility Concept- A Neo-Classical Approach , Ordinal Utility Concept- A Modern Approach

Unit 7 Concept of Consumer Behavior Analysis

Indifference Curve, Marginal Rate of Substitution, Properties of Indifference Curve ,Criticism of Indifference Curve Concept of Budget Line ,Slope of the Budget Line ,Shifts in Budget Line ,Consumer's Equilibrium through Indifference Curve and Budget Line ,Summary, Key Terms, End of Chapter Exercise

Unit 8 Production Analysis

Introduction ,Concept of Production ,Production Function ,Short-Run Production ,Law of Diminishing Returns Significance of Law of Diminishing Returns, Long-Run Production Iso-Cost Lines ,Producer's Equilibrium, Determination of Producer's Equilibrium, Expansion Path ,Returns to Scale ,Summary, Key Terms, Review Exercise

Unit 9 Cost and Revenue Analysis

Introduction, Concept of Cost, Types of Costs, Economies and Diseconomies of Scale, Concept of Revenue ,Average Revenue, Marginal Revenue , Relationship between Total Revenue and Marginal Revenue, Relationship between Average Revenue and Marginal Revenue, Break-Even Analysis, Summary ,Key Terms , Review Exercise

Unit 10 Market and Market Structures

Introduction, Concept of Market, Types of Market Structures, Purely Competitive Market, Perfectly Competitive Market, Imperfectly Competitive Market, Summary, Key Terms, Review Exercise

Unit 11 Pricing and Output Decisions in Different Markets

Introduction, Price and Output Determination under Perfect Competition , Demand Curve under Perfect Competition, Supply Curve under Perfect Competition ,Time Element in Price Determination

under Perfect Competition, Price and Output Determination under Monopoly, Demand and Marginal Revenue under Monopoly, Monopoly Equilibrium in Case of Zero Marginal Cost

Unit 12 Price and Output Determination under Monopolistic Competition

Demand and Marginal Revenue under Monopolistic Competition ,Price-Output Equilibrium under Monopolistic Competition ,Price and Output Determination under Oligopoly , Sweezy's Kinked Demand Curve Model ,Collusion Model- The Cartel, Summary ,Key Terms, Review Exercise

Unit 13 Product and Factor Pricing

Introduction, Concept of Product Pricing, Price and Non-price Competition, Pricing Methods, Cost-based Pricing, Demand-based Pricing, Competition-based Pricing, Product Life Cycle Based Pricing, Other Pricing Methods

Unit 14 Concept of Factor Pricing

Wages, Rent, Interest, Profit, Theories of Factor Pricing, Marginal Productivity Theory, Modern Theory of Factor Pricing Equilibrium of a Firm in Factor Market, Summary, Key Terms, Review Exercise

Unit 15 Introduction to Macroeconomics and its Concepts

Introduction ,Concept of Macroeconomics ,Different Concepts of Macroeconomics ,Meaning of National Income (concepts and measurement),Theory of Employment (Say's Law and Keynesian Theory ,Concept of Business Cycles (phases of business cycles),Concept of Money (Functions, demand, and supply of money)

Unit 16 Inflation

Defining Inflation (types of inflation and measures of controlling inflation), Concept of a Bank (commercial and central bank, credit creation by bank), Concept of International Trade (Globalization and Balance of Payments), Summary, Key Terms, Review Exercises

Reference Books: -

1. Managerial Economics by Prof. (Dr.) Jaswinder Singh (Paperback, Dreamtech Press)
2. Managerial Economics An Economics Foundation for Business Decisions by Barry Keating (Ph. D.) & Holton Wilson (DBA) (Paperback, Biztantra)
3. Managerial Economics by William F. Samuelson, Stephen G. Marks (Paperback, Wiley India)

MP13--- Introduction to IT

Unit 1 Introduction to Computer Systems

Introduction, Defining Computer, Exploring the History of Computer and its Pioneers, Exploring the Basic Parts of a Computer, Computer Software, Summary, Keywords, Review questions, Further Readings

Unit 2 Generations and Structure of Modern Computer

Introduction, First Generation of Computers (1940-1956), Second Generation of Computer (1956-1963), Third Generation of Computer (1964-1971), Fourth Generation of Computer (1971-Present), Fifth Generation of Computer (Present and Beyond), Exploring the Basic Structure of a Computer, Categories of computer,

Unit 3 Input and Output devices

Introduction, Keyboard, mouse, Computer, Trackball, Joystick, Digitizer, Scanner, Printer, Summary, Keywords, Review questions, Further Readings

Unit 4 Operating Systems

Introduction, Processor Management, Job Scheduling, Memory Management, Virtual Storage, Device Management, Information Management, Summary, Keywords, and Review questions, Further Readings

Unit 5 Introducing Windows Operating System

Introduction, Windows 95, Windows 98, Windows 2000, Windows XP, Windows Vista, Windows 7, Exploring Features of Windows OS, Graphical User Interface, Internet Explorer, User Accounts, Internet Information Services, System Backup and Restore. Summary, Keywords, Review questions, Further Readings

Unit 6 Introducing Linux

Exploring Linux Distributions, Exploring Fedora Linux, Introducing the Fedora Desktop, Introducing Linux Files and Directory Structure, Exploring the Terminal Window, Describing the Basic Linux Commands, Working with Files in Linux, Creating, Copying, and Removing Files in Linux, Using Wildcards with the ls Command, Describing the Linux File Permission, Working with Directories in Linux, Exploring Pipes, Filters, and Redirectors in Linux, Summary, Keywords, Review questions, Further Readings

Unit 7 Getting Started with Word 2007

Introduction, History of Microsoft Word, Starting and Quitting Word 2007, Exploring Word 2007 Interface Features, Creating, Saving, Opening, and Closing a Word Document, Editing and Formatting Text, Working with Header and Footer, Summary, Keywords, Review questions, Further Readings.

Unit 8 Working with Tables and Mail Merge

Introduction, Performing Basic Operations on Tables, Performing Advanced Operations on Tables, Using Mail Merge, Summary, Keywords, Review questions, Further Readings

Unit 9 Getting Started with Excel 2007

Introduction, Understanding Excel 2005, working with a Workbook in Excel 2005, working with Data in a Worksheet, Understanding Advanced Operations in a Worksheet, Exploring Data Ranges, Summary, Keywords, Review questions, Further Readings

Unit 10 Working with Formulas and Functions in Excel 2007

Introduction, Understanding Formulas in Excel 2007, working with a Formula, Exploring Functions, Understanding What-If Analysis, Understanding the Statistical Functions, Summary, Keywords, and Review questions, Further Readings

Unit 11 Working with Graphs in Excel 2007

Introduction, Creating a Graph, Changing the Graph Layout, Changing the Graph Styles, Changing the Graph Type, Adding a Graph Title, Adding Axis Titles, Adding Data Labels, Adding a Legend, Adding Gridlines, Formatting Graph Objects, Changing the Graph Data, Resizing and Moving Graphs, Working with 3-D Graphs, Printing a Graph, Summary, Keywords, Review questions, Further Readings.

Unit 12: Getting Started with PowerPoint 2007

Introduction, History of PowerPoint, Features of PowerPoint, Starting PowerPoint 2007, Exploring the PowerPoint 2007 UI, Creating a New Presentation in PowerPoint 2007, Adding and Removing Slides in PowerPoint 2007, Saving a Presentation in PowerPoint 2007, Opening an Existing Presentation in PowerPoint 2007, Closing a Presentation in PowerPoint 2007, Getting Help in PowerPoint 2007, Quitting PowerPoint 2007, Summary, Keywords, Review questions, Further Readings.

Unit 13 Working with Text, Graphs, and Multimedia in PowerPoint 2007

Introduction, Working with Text in PowerPoint 2007, working with Graphs, Working with Multimedia, Working with Animations, Summary, Keywords, Review questions, Further Readings

Unit 14 Introduction to Networking

Introduction, The Convergence of Computing with Communication, The OSI Model, Understanding the Basics of Networking, Need for Networking, Basic Components of a Network , Exploring the Types of Networks, Architectural Model, Network Topologies , Protocols, Networking Cables, Networking Devices, Network Interface Card, Protocols , Transmission Modes, Transmission Media, Security, Virus and Its Types, Antivirus, Firewall, Summary, Keywords , Review questions ,Further Readings.

Unit 15 Getting Started with Internet

Introduction, Internet Protocols, Defining E-mail, Defining Chatting, Surfing and Searching the Internet, Web Page, Web Browser, Web Server, Website, Defining Domain Name System , Website Hosting, Exploring Blogs and Forums, Summary, Keywords , Review questions ,Further Readings.

Unit 16 Working with HTML

Introduction, Exploring HTML Tags, Creating an HTML Document, Saving the HTML Document, Viewing the HTML Document in a Web Browser, Summary, Keywords, Review questions, Further Readings

Reference Books: -

- **Computer Applications in Management** by Niranjana Shrivastava (Paperback, Dreamtech Press)
- **Management Information Systems** by Shubhalakshmi Joshi, Smita Vaze (Paperback, Biztantra)
- **Comdex Computer Course Kit** by Vikas Gupta (Paperback, Dreamtech Press)

MP14--- Communication Skills

Unit 1: Basics of Communication

Introduction, Concept of Communication, Importance of Communication, Objectives of Communication, Process of Communication, Types of Communication

Unit 2 Organizational pyramid

Formal & Informal Channels of Communication, The Grapevine, Direction of Communication, Downward Communication, Upward Communication, Horizontal Communication, Diagonal Communication, C's of Communication, Summary, Keywords, Review questions, Further Readings

Unit 3: Verbal Communication

Introduction, Verbal communication and its types ,Oral communication , Advantages of Oral communication, Limitations of Oral communication ,Written communication , Advantages of written communication, Limitations of written communication, Summary , Keyword, Review questions ,Further Readings

Unit 4: Listening Skills

Introduction, Listening Skills, Types of listening skills, Barriers to effective listening, how to make listening effective, Ten Commandments of listening, Summary, Keywords, Review questions, Further Readings

Unit 5: Non- Verbal Communication

Introduction, Non-Verbal Communication, Body language, Para language, Summary, Keywords, Review questions, Further Readings

Unit 6: Communication Barriers

Introduction, Communication Barriers, Types of Communication Barriers, Physical Barriers, Personal Barriers, Organizational Barriers, Socio-psychological Barriers, Semantic Barriers, Overcoming the Barriers, Summary, Keywords, Review questions, Further Readings

Unit 7: Effective Speeches

Introduction, Characteristics of a Good Speech, Delivering a Speech, Summary, Keywords, Review questions, Further Readings

Unit 8: Effective Presentation

Introduction, Purpose of Presentation, Essential features of a Good Presentation, Summary, Keywords, Review questions, Further Readings

Unit 9: Business Correspondence

Introduction, Business Correspondence, Importance of Business Correspondence

Unit 10 Business letters

Business Letters, Important features of a good business Letter, Parts of a business letter, Layout of Letters, Types of Letters, Enquiry Letter, Quotation Letter, Order Letter, Complaint Letter, Recovery Letter, Summary , Keywords , Review questions , Further Readings

Unit 11 Writing a Cover Letter

Introduction, Cover letter and its importance, Purpose of a cover letter, Guidelines to write a good cover letter, Essential features of a cover letter, Types of the cover letter, Summary, Keywords, Review questions, Further Readings

Unit 12 Report Writing Press Release

Introduction, Report Writing, Importance of Report Writing, Essential features of a good report, Principles of drafting a report, Format of a Report

Unit 13 Press Release

Press Release, Essential features of a good press release, e-mail writing, Summary, Keywords, Review questions, Further Readings

Unit 14: Introduction to Grammar

Introduction, Grammar and its importance , Parts of Speech, Noun, Pronoun, Adjective, Verb, Adverb, Preposition, Conjunction, Interjection, Subject- Verb Agreement and its rules , Articles and its types , Correct Usage of articles , Omission of Articles , Tenses , Types of Tenses ,Summary, Keywords , Review questions ,Further Readings

Unit 15: Vocabulary Building

Introduction, Colloquial Phrases, Synonyms, Antonyms, and Words Often Confused, One Word Substitution.

Unit 16 Reading Comprehension

Précis, Paragraphs for Reading and Comprehending, Summary, Keywords, Review questions, Further Readings

Reference Books: -

- **Business Communication** by Sangeeta Magan (Paperback, Biztantra)
- **Contemporary Business Communication** (Fifth Edition) by Scot Ober (Paperback, Biztantra)
- **Contemporary Business English** by Scot Ober (Paperback, Biztantra)

MP15---Financial Accounting

Unit 1: Basic Concepts of Accounting

Introduction, Concept of Accounting, Objectives of Accounting, Functions of Accounting, Book keeping and accounting, Advantages of Accounting ,Limitations of Accounting, Nature of Accounting, Users of Accounting Information, The role of Accounting ,Branches of Accounting, Financial Accounting

Unit 2 Cost Accounting

Principles and concepts, Summary, Key Words, Review Questions, Further Readings

Unit 3 Management Accounting

Theories, concepts, Summary, Key Words, Review Questions, Further Readings

Unit 4: Accounting Concepts, Principles, and Standards

Introduction, Basic Accounting Concepts, Business Entity Concept, Dual Aspect Concept, Going Concern Concept, Accounting Period Concept, Money Measurement Concept, Cost Concept, Periodic Matching of Cost and Revenue Concept, Verifiable Objective Evidence Concept, Realization Concept, Accrual Concept, Disclosure Concept, Materiality Concept, Consistency Concept, Conservatism Concept

Unit 5 Accounting Principles

Defining Accounting Principles, Features of Accounting Principles, GAAP, Summary, Key Words, Review Questions, Further Readings

Unit 6 Accounting Standards

Significance of Accounting Standards, Functions of Accounting Standards, Process of Setting Accounting Standards, Accounting **Standards** in Indian, International Financial Reporting Standards (IFRS) ,Summary, Key Words, Review Questions, Further Readings

Unit7: Accounting Process: Recording of Transactions

Introduction, Process of Accounting, Accounting Equation, Summary, Key Words, Review Questions, Further Readings

Unit 8 Bookkeeping

Classification of Accounts, Double Entry Bookkeeping System ,Significance of Double Entry Bookkeeping System, ,Summary, Key Words, Review Questions, Further Readings

Unit 9 Journalizing

Rules for Debit and Credit, Journal Entry, Steps in Journalizing, Compound Journal Entry, Ledger Books, Difference between Journal and Ledger, Ledger Posting, Balancing the Ledger, Subsidiary Books, Summary, Key Words, Review Questions, Further Readings

Unit 10 Trial Balance

Introduction, Concept of Trial balance, Objectives of Trial Balance, Methods of Preparing a Trial Balance, Limitations of Trial Balance, Summary, Key Words, Review Question, Further Readings

Unit 11 Rectification of Errors

Rectification of Errors, Errors of Omission ,Errors of Commission , Errors of Principle, Compensating Errors, Locating the Errors, Suspense Account, Summary, Key Words, Review Question, Further Readings

Unit 12 Preparation of Financial Statements

Introduction, Financial Statements ,Objectives of Financial Statements, Concept of Capital and Revenue Expenditure, Classification of Financial Statements, Trading Account, Profit and Loss Account, Balance Sheet, Adjustments in the Preparation of Financial Statements, Closing Stock, Outstanding Expenses, Prepaid Expenses, Accrued Income, Income Received in Advance, Depreciation, Bad Debts and Provision for Doubtful Debts, Provision for Discount on Debtors, Manager's Commission, Summary, Key Words, Review Questions, Further Readings

Unit 13 Depreciation

Introduction, Definition of Depreciation, Need for Charging Depreciation, Factors Affecting the Computation of Depreciation

Unit 14 Methods of Calculating Depreciation

Straight Line Method, Written Down Value Method, Sum of Years' Digits Method, Inventory Method ,Annuity Method, Depreciation Fund Method, Insurance Policy Method ,Depletion Method of Depreciation of Natural Resources, Machine Hour Rate Method, Criteria for Selecting the Depreciation Method, Summary, Key Words, Review Questions, Further Readings

Unit 15 Bank Reconciliation Statement

Introduction, Definition of Bank Reconciliation Statement, Need for Bank Reconciliation Statement, Bank Passbook/ Bank Statement, Causes of Difference between Cash Book and Passbook Balances,

Unit 16 Preparing a Bank Reconciliation Statement

Procedure of Preparing a Bank Reconciliation Statement, Summary, Key Words, Review Questions, Further Readings

Reference Books: -

- **Financial Management** by Anil Kr. Dhagat (Paperback, Dreamtech Press)
- **Financial Management** (Second Edition) by Paresh Shah (Ph. D.) (Paperback, Biztantra)
- **Financial Wisdom: Finance for Non Finance Executives** by A.P. Dash (Ph. D.) (Paperback, Biztantra)

MP16---Business Law

Unit 1 Introduction to International Business Law

Objectives, Understanding International Business Law, Public International Law and Private International Law, International Trade, Key Terms, Summary, Questions and Exercises, Further Readings

Unit 2 International Environment

International Legal, Political and Economic Environment, International Treaties and Convention, International Organizations: Roles and Functions, Key Terms, Summary, Questions and Exercises, Further Readings

Unit 3 Introduction to Company Law

Objectives, Concept of a Company, Characteristics of Companies, m Promotion and Incorporation of Companies, Memorandum of Association, Articles of Association, Prospectus, Key Terms, Summary, Questions and Exercises, Further Readings

Unit 4 Company Administrations and Management

Company Administrations and Management, Membership, Company Meeting, Winding up of a Company, Keywords, Summary, Questions and Exercises Further Readings

Unit 4 Business Law in India

Objectives, Introduction to Business Law , Indian Contract Act 1872, General Principles of Contract, Exceptions to the Rule - No Consideration, No Contract, Contingent Contracts , Quasi-Contracts, Discharge of Contracts, Key Term, Summary, Questions and Exercises, Further Readings

Unit 5 Indemnity and Guarantee

Indemnity and Guarantee, Bailment and Pledge, Law of Agency, Key Term, Summary, Questions and Exercises, Further Readings

Unit 6 Contract of Sale of Goods

Objectives, Meaning of Contract of Sale of Goods, Features of Contract of Sale, Sale of Goods and Agreement to Sell, Sale and Hire Purchase, Conditions and Warranties , Concept of Delivery of Goods , The Doctrine of 'Caveat Emptor', Transfer of Property, Unpaid Seller, Key Term, Summary, Questions and Exercises, Further Readings

Unit 7 Employment Relations

Objectives, Understanding Employment Relations, Law of Employment, Elements of Employment Contract, Unfair Dismissal and Wrongful Dismissal, Health and Safety Legislation, Impact of Non-compliance with Health and Safety Legislations, Key Terms, Summary, Questions and Exercises, Further Readings

Unit 8 Introduction to Corporate Governance

Objectives, Defining Corporate Governance, Historical Perspective of Corporate Governance, Guidelines of Corporate Governance, Need for Corporate Governance, Corporate Governance in India, Issues in Corporate Governance, Key Terms, Summary, Questions and Exercises, Further Readings

Unit 9 Board of Directors (BOD)

Introduction of Board of Directors (BOD), Roles of BOD, Power of BOD, Structure of Board, Key Terms, Summary, Questions and Exercises, Further Readings

Unit 10 Regulatory Governance Framework for Companies and Stakeholders Benefits

Regulatory Governance Framework for Companies and Stakeholders Benefits, Effects of Public Policies on Organizations , The Environmental Protection Act, 1986, Environment and Environment Pollutants, Role and Power of Central Government in Environment Protection, The Wildlife Protection Act, 1972, Key Words, Summary, Questions and Exercises, Further Readings

Unit 11 Management of Foreign Exchanges

Objectives, Foreign Exchange Market, Foreign Exchange Risk, Managing Foreign Exchange Risk, Foreign Exchange Management Act 1999, Objectives of Foreign Exchange Management Act, Scope of Foreign Exchange Management Act, Features of Foreign Exchange Management Act, Key Words, Summary, Questions and Exercise, Further Readings

Unit 12 EXIM Principles

Objectives, Introduction, United Nations Commission in International Trade Law (UNCITRAL), International Bill of exchange, Key Words, Summary, Questions and Exercise, Further Readings

Unit 13 EXIM TRANSACTIONS PROCEDURES

Letter of Credit, Bill of Lading, Export-Import Documentation and Procedure, Summary, Key Terms, Questions and Exercises, Further Readings

Unit 14 Different Legal Traditions & Systems

Socialist legal Systems (Vietnam; China), Theocratic legal Systems (Pakistan; Saudi), Traditional legal systems (Within others), Authoritarian legal systems (military & civilian), Key Words, Summary, Questions and Exercise, Further Readings

Unit 15 International Commercial Law System

Public International Law: Definition, scope, basic principles, Private International Law: Definition and scope, Choosing economic policy: protectionism or “free trade”, Role of the state in establishing the commercial framework , Role of business in establishing “private” agreements as to rules of the , transaction or relationship, CISG (Convention on Sales of Goods), UNIDROIT Principles on International Commercial Contracts, Int’l Chamber of Commerce ICC) or AAA rules for arbitration) , Key Words, Summary, Questions and Exercise, Further Readings

Unit 16 Supra-national law at the regional level

Regional Economic Integration (REI)-principles and applications, Focus on ASEAN (and perhaps EU based on class composition and interest), Regional (& ASEAN) performance and concerns, Unity within ASEAN; disunity in state external economic relations, Relationship to global (WTO) trade actions, Relationship to bilateral trade actions (and entry of non-ASEAN goods into ASEAN)., Dominance by regional economic powers, ASEAN protectionism-global non-competitiveness, ASEAN-The prominence of the security agenda, Key Words, Summary, Questions and Exercise, Further Readings

Reference Books: -

- **Corporate Governance** by Sumeet Khurana (Paperback, Dreamtech Press)
- **Business Law For Managers** (2006-2007 Ed.) by Prof. (Commodore) P.K. Goel (Paperback, Biztantra)
- **Corporate Governance: Principles, Mechanisms & Practice** by Swami (Dr.) Parthasarathy (Ph. D.) (Paperback, Biztantra)

MP17--- Marketing Management

Unit 1 Fundamentals of Marketing

Introduction, Concept of Marketing, Evolution of Marketing, Production Era, Sales Era, Marketing Era

Unit 2 Scope of Marketing

Scope of Marketing, Objectives of Marketing, Core Concepts of Marketing, Market, Needs and Wants, Exchange, Value, Demand

Unit 3 Philosophies of Marketing Management

Philosophies of Marketing Management, Production Concept, Product Concept, Selling Concept, Marketing Concept, Societal Marketing Concept

Unit 4 Marketing Environment

Micro Environment, Macro Environment, Marketing Mix Elements, Summary, Key Words, Review Questions, Further Readings

Unit 5 Principles and Precepts of Marketing Management

Introduction, Marketing Research, Process of Marketing Research, Marketing Information System, , Segmentation of Market, Definition of Market Segmentation, Basis of Market, Levels of Market Segmentation, Patterns of Market Segmentation, Process of Market Segmentation, Requirements for Effective Segmentation, Target Market Selection Process, Evaluating the Market Segment, Selecting the Market Segment, Tools for Competitive Differentiation, Developing a Positioning Strategy Summary, Key Words, Review Questions, Further Readings

Unit 6 Product Decisions

Introduction, Concept of Product, Levels of Product, Product Classification, Product Differentiation and its Basis, Product Line Analysis, Product Mix Analysis, New Product Development, New Product Adoption, New Product Diffusion, Concept of Product Life Cycle

Unit 7 Brand Management

Process of Branding, Brand Identity, Brand Equity, Brand Loyalty, Brand Repositioning, Challenges of Product Branding Product Packaging, Product Labeling, Summary, Key Words, Review Questions, Further Readings

Unit 8 Pricing Decisions

Introduction, Concept of Pricing, Price and Non-price Competition, Factors Affecting Pricing Decisions, Pricing, Decision Framework, Pricing Methods, Cost-based Pricing, Demand-based Pricing, Competition-based Pricing, Other Pricing Methods, Pricing Strategies, Differential Pricing, Promotional Pricing, Product Line Pricing, New Product Pricing, Psychological Pricing, Summary, Key Words, Review Questions, Further Readings

Unit 9 Distribution Decisions

Introduction, Concept of Distribution Channel, Design of Distribution Channel, Levels of Distribution, Types of Distribution Channel Direct Distribution Channel, Indirect Distribution Channel, Hybrid (Mixed) Distribution Channel, Importance and Functions of Distribution Channel, Monitoring and Managing Distribution Channel, Members of Distribution Channel Concept of Marketing Systems, Vertical Marketing System, Horizontal Marketing System, Summary, Key Words, Review Questions, Further Readings

Unit 10 Warehouse Management System

Wholesalers, Retailers, Introduction to Logistics, Warehouse Management System, Summary, Key Words, Review Questions, Further Readings

Unit 11 Communication Mix in Marketing

Introduction, Concept of Communication, Types of Communication, Verbal Communication, Nonverbal Communication, Written Communication, Visual Communication, Marketing Communication Mix, Summary, Key Words, Review Questions, Further Readings

Unit 12 Advertising

Advertising, Direct Marketing, Personal Selling, Public Relations, Sales Promotion, Marketing Communication Process, Summary, Key Words, Review Questions, Further Readings

Unit 13 Marketing Strategies

Introduction, Concept of Marketing Strategies, Porter's Generic Strategies, Porter's Five Forces Model, Marketing Warfare Strategy, Goal Attacking Strategy, Market Expansion Strategies, Expansion through Concentration, Expansion through Integration, Expansion through Diversification, Expansion through Cooperation, Expansion through Internationalization, Expansion through Digitalization, Summary, Key Words, Review Questions, Further Readings

Unit 14 Marketing Theories

Boston Consulting Group Matrix, GE Nine Cell Matrix, Ansoff's Product-Market Growth Strategy, Strategies Adopted by Different Marketers, Summary, Key Words, Review Questions, Further Readings

Unit 15 Neo-Marketing Trends

Introduction, Introduction to Web-based Marketing, Network Marketing Management, Multilevel Marketing, Customer Relationship Management, Green Marketing Management, Event Marketing Management, Opportunities in Event Marketing, Sponsorship, Cause-related Marketing Management, Rural Marketing Management, Global Marketing Management, Marketing for Nonprofit Organizations Summary, Key Words, Review Questions, Further Readings

Unit 16 Customer Relationship Marketing

Customer Life Cycle, Consumerism, Summary, Key Words, Review Questions, Further Readings

Reference Books:-

Marketing Management by Prof. (Dr.) P. K. Chopra, Bhawna Mehra (Paperback, Dreamtech Press)

International Marketing by Dr. Shakeel Ahmad Siddiqui (Paperback, Dreamtech Press)

Contemporary Indian Cases in Marketing (2006-07 Ed.) by Dr. Mukesh Pandey (Paperback, Biztantra)

Marketing Management by Prof. Vijay Prakash Anand (Paperback, Biztantra)

MP32---Presentation/seminar

YEAR 2

MP18--- Human Resource Management

Unit 1 Overview of HRM

Introduction, Concept of HRM, Features of HRM, Objectives of HRM, Functions of HRM, Scope of HRM, Difference between Human Resource Management and Personnel Management, Limitations of HRM, Careers in HRM, Summary, Keywords, Review questions, Further Readings

Unit 2 Human Resource Planning

Introduction, Concept of HRP, Features of HRP, Process of HRP, Methods used for HRP, Difficulties in HRP, Pre-Requisites for successful HRP, Integrating HRP into Strategic Planning, Summary, Keywords, Review questions, Further Readings

Unit 3 Job Analysis

Introduction, Job Analysis, Uses of Job Analysis, Steps in job analysis, Techniques for Collecting the Job Analysis Data

Unit 4 Job Description

Job Description, Purpose of Job Description, Limitations of Job Description, Guidelines for writing an effective Job Description, Summary, Keywords, Review questions, Further Readings

Unit 5 Job Specification and Job Evaluation

Job Specification, Purpose of Job Specification, Guidelines for preparing Job Specification, Job Design, Job Evaluation, Objectives of Job Evaluation, Procedure of Job Evaluation, Limitations of Job Evaluation, Methods of Job Evaluation, Summary, Keywords, Review questions, Further Readings

Unit 6 Recruitment and Selection

Introduction, Recruitment, Objectives of Recruitment, Types of Recruitment, Process of Recruitment, Sources of Recruitment Policies, Strategic Issues in Recruitment, Selection, Process of Selection, Techniques in Selection, Induction and Orientation, Purpose of Induction and Orientation, Induction and Orientation Program, Requisites of an Effective Induction and Orientation Program Placement, Summary, Keywords, Review questions, Further Readings

Unit 7 Training and Development

Introduction, Training of Human Resource, Nature of Training, Objectives of Training, Importance of Training, Role of a Trainer, Methods of Training, Process of Training, Development of Human Resource, Objectives of Development of Human Resource, Human Resource Development Mechanism, Human Resource Development for Organizational Effectiveness, Summary, Keywords, Review questions, Further Readings

Unit 8 Performance Appraisal

Introduction, Concept of Performance Appraisal, Objectives of Performance Appraisal, Process of Performance Appraisal, Methods of Performance Appraisal, Benefits of Performance Appraisal, New trends in Performance Appraisal, Concept of Potential Appraisal, Defining Potential Appraisal, Features of Potential Appraisal, Potential Appraisal versus Performance Appraisal, Challenges Faced in Performance Appraisal, Summary, Keywords, Review questions, Further Readings

Unit 9 Change Management

Introduction, Concept of Change, Scope of Change, Drivers of Change, Models of Change, Principles of Change, Process of Change, Types of Change, Change Management, Challenges Faced During Change Management, Change Management Failure Interventions in Managing Change, Summary, Keywords, Review questions, Further Readings

Unit 10 Career Planning

Introduction, Concept of Career , Features of Career, Career Anchors, Career Stages, Career Planning, Features of Career Planning, Objectives of Career Planning, Process of Career Planning , Benefits of Career Planning , Problems in Career Planning Career Planning Vs. Human Resource Planning, Role of Psychometrics Testing in Career Planning

Unit 11 Succession Planning

Succession Planning Features of Succession Planning , Scope of Succession Planning , Career Planning Vs. Succession Planning , Summary , Keywords , Review questions , Further Readings

Unit 12 Maintenance of Human Resource

Introduction, Defining Human Resource Maintenance, Human Resource Audit, Encouraging Good Performance of Human Resource Promotion, Transfer, Demotion, Quality of Work Life, Summary , Keywords , Review questions , Further Readings

Unit 13 Compensation Management

Introduction, Concepts of Compensation, Job Evaluation and compensation, Pre-Requisites for Effective Job Evaluation Objectives of job Evaluation, Significance of Job Evaluation, Concept of Wages, Salaries, and Fringe Benefits, Wage Salary , Fringe Benefits, A New Trend in Compensation- Employee Stock Options, Summary , Keywords , Review questions, Further Readings

Unit 14 Latest Trends in Human Resource Management

Introduction, Human Resource Information System, Objectives of Human Resource Information System, Designing Human Resource Information System, Benefits of Human Resource Information Systems, Summary, Keywords, Review questions, Further Readings

Unit 15 Total Quality Management

Total Quality Management , Need of Total Quality Management, Benefits of Total Quality Management, Implementation of TQM, Kaizen – A Continuous Improvement Philosophy, Quality Circles Benefits of Quality Circles, Limitations of a Quality Circle, Collective Bargaining Summary , Keywords , Review questions , Further Readings

Unit 16 International human resource management

International Human Resource Management, Types of International Organizations, Differences between International and Domestic Human Resource Management, International Human Resource Management Practices, Knowledge Management, Need for Knowledge Management, Managing the Flow of Knowledge, Knowledge Management in Multinational Companies, Summary, Keywords, Review questions, Further Readings

Reference books:-

Human Resource Management by P. K. Gupta (Paperback, Dreamtech Press)

Human Resource Management (Third Edition) by Lawrence S. Kleiman (Paperback, Biztantra)
Training & Development (Indian Text Edition) by B. Janakiram (Ph. D) (Paperback, Biztantra)

MP19--- Logistics Management

Unit 1 Introduction to Logistics Management

Introduction, Concept of Logistics, Definition of Logistics, Types of Logistics Summary, Keywords, and Review questions Further Readings

Unit 2 Logistics management

Logistics management, Development of Logistics , Role of Logistics in economy, Logistics and Supply Chain Management Logistics and Competitive advantage Summary, Keywords, Review questions Further Readings

Unit 3 Supply Chain Management

Need, components and design.

Unit 4 Logistics Mix

Logistics Mix (warehousing, inventory control, packaging, transportation) , Summary, Keywords, Review questions Further Readings

Unit 5 Inventory Management

Introduction, Concept of Inventory, Importance of inventory management, Types of Inventory, Inventory Costs, Inventory Performance Measures, Inventory Planning Measures, Summary, Keywords, Review questions, Further Readings

Unit 6 Transportation Management

Introduction, Concept of Transportation, Transportation modes, Rail, Highway, Water, Pipeline, Air Summary, Keywords, Review questions, Further Readings

Unit 7 Transportation Selection and Decision

Transportation Selection and Decision, Transportation Cost, Summary, Keywords, Review questions, Further Readings

Unit 8 Warehousing

Introduction, Concept of warehousing , Need for warehousing management, Evolution of warehousing , Functions of Warehouses, Types of warehouses , Warehousing costs Summary , Keywords , Review questions , Further Readings

Unit 9 Warehousing Strategies

Warehousing Strategies, Significance of warehousing in logistics, Summary, Keywords, Review questions, Further Readings

Unit 10 Logistical Packaging

Introduction, Concept of Logistical Packaging, Design Consideration in Packaging, Types of packaging material Packaging Costs , Summary ,Keywords , Review questions , Further Readings

Unit 11 International Logistics

Introduction, Concept of International Logistics, Components of International Logistics, Importance of International Logistic, Methods of Entry in Foreign Markets, International Commercial Documents, International Insurance , International Transportation , Export Packaging , Summary , Keywords , Review questions , Further Readings

Unit 12 material handling

Material handling, packaging, customer service

Unit 13 Logistic information systems

Logistic information systems: Need, components and design.

Unit 14 Containerization

Containerization, requirements, types of containerization, routing,

Unit 15 Logistic organization

Logistic organization, Types of organizations, Departmentation, line and staff organizations

Unit 16 EOQ MODELS

Introduction, EOQ Models, ABC and VED Analysis

Reference Books:-

- **International Logistics** by Pierre David (Ph. D.) (Paperback, Biztantra)
- **Global Operations And Logistics: Text And Cases** by Philippe-Pierre Dornier, Ricardo Ernst, Michel Fender, Panos Kouvelis (Paperback, Wiley India)
- **Logistics Management** by Satish C Ailawadi, Rakesh Singh (Paperback, PHI)

MP20 ---Corporate Legal Framework

Unit 1 Introduction to Corporate Legal Framework

Introduction, Concept of Corporate Legal Framework (Corporate Legal Framework is set by CG), Need for Corporate Legal Framework, Effect of legal framework on organizations , Economic policies , Monetary policies , Fiscal policies , Physical Controls, Summary, Keywords , Review questions , Further Readings

Unit 2 Corporate Governance

Corporate Misgovernance in India, Obligations of Corporate Governance, Obligations towards Society, Obligations towards Investors, Obligations towards Employees, Obligations towards Customers, Summary, Keywords , Review questions , Further Readings

Unit 3 Shareholder's Rights and Privileges

Introduction, Rights of Shareholders, Views of Various Committees on the Protection of Shareholder Rights, Views of Working Group on Companies Act, 1992, Views of Confederation of Indian Industry (CII), 1992, Views of Kumar Mangalam Birla Committee, 1999, Views of Naresh Chandra Committee, Views of Narayan Murthy Committee, 2003, Guidelines for the Protection of Shareholders' Rights and Responsibilities, Summary, Keywords, Review questions, Further Readings

Unit 4 Securities and Shareholder's Protection in India

Trading of Securities, Transfers of Securities, Poor Record of Shareholders' Protection in India, Summary, Keywords, Review questions, Further Readings

Unit 5 Investor Protection and Corporate Legal Framework

Introduction, Defining Investor Protection, Relationship between Investor Protection and Corporate Legal Framework , Stealing the Investors' Funds, Rights of Investors, Protecting Investors' Rights, Investor Protection and Ownership Control, Investor Protection and the Financial Market, Investor Protection in the Indian Scenario, Views of N.K. Mitra Committee on Investor Protection, Investors' Problems in India, Issues in Investor Protection, Scams affecting Investor Protection, The Evaluation of SEBI's Performance, Summary, Keywords , Review questions , Further Readings

Unit 6 Board of Directors

Introduction, Role of Board of Directors, Corporate Management Structure, Definition of a Director, Types of Directors, Eligibility of a Director, Remuneration of a Director, Limitations of a Director, Role of Directors in setting Corporate Legal Framework, Power of the Board, Role of the Board, Summary, Keywords , Review questions , Further Readings

Unit 7 Duties of a director, Responsibilities of a director, Liabilities of a director

Introduction, Duties of a Director, Responsibilities of a Director, Liabilities of a Director, Summary, Keywords , Review questions , Further Readings

Unit 8 Remuneration of a Director

Introduction, Remuneration of a Director, Summary, Keywords, Review questions, Further Readings

Unit 9 Concept of Audit

Introduction, Objectives of Audit, Types of Audit, Responsibilities of an Audit Firm, Auditing in Indian Scenario, Naresh Chandra Committee, Companies (Amendment) Bill, 2003, Companies (Auditor's Report) Order (CARO), 2003, Role of an Auditor, Types of Auditors, Duties of an Auditor, Responsibilities of an Auditor, Summary, Keywords, Review questions , Further Readings

Unit 10 Audit and Corporate Governance

Audit and Corporate Governance, Cost Audit/ Internal Audit and Corporate Governance, Quality Audit and Corporate Governance, Summary, Keywords, Review questions , Further Readings

Unit 11 Corporate Legal Framework in Banks

Introduction, Need of Corporate Legal Framework in Banks, World Bank's Initiatives towards Corporate Legal Framework, Role of Basel Committee on Banking Supervision, Basel-II and Risk Management, Corporate Governance and RBI, Sound Corporate Governance Practices- Setting legal framework , Summary , Keywords , Review questions , Further Readings

Unit 12 Business Ethics

Introduction, Concept of Business Ethics, Importance of Business Ethics, Ethics and the Indian Corporate Culture, Causes and Issues of Unethical Behavior, Corporate Legal Laws and Ethics, Summary, Keywords, Review questions, Further Readings

Unit 13 Corporate Social Responsibility

Concept of Corporate Social Responsibility, Definition of Corporate Social Responsibility, Scope of Corporate Social Responsibility, Importance of Corporate Social Responsibility, Corporate Social Responsibility in the Indian Scenario, Summary, Keywords, Review questions, Further Readings

Unit 14 Environmental Concerns

Concept of Environmental Concerns in Corporate Governance, Environmental Concerns for Organizations, Environmental Management in India, Summary, Keywords , Review questions , Further Readings

Unit 15 Competition Acts

Introduction, Concept of Competition , Benefits of Competition, Types of Competition, Restricting Competition, Competition and Ownership Control, Essentials of a Sound Competition Policy, Competition and Stakeholder's Benefits, Formation of Indian Competition Act, 2002, Objectives of Competition Bill, The Competition Act, 2002, Three Areas of Concern for Competition Act, 2002 , Summary, Keywords, Review questions , Further Readings

Unit 16 MRTP And Competition Act

Monopoly and Corporate Governance, Difference between the Competition Act, 2002 and the MRTP Act, Summary, Keywords, Review questions, Further Readings

Reference Books:-

Corporate Governance by Sumeet Khurana (Paperback, Dreamtech Press)

Business Ethics: An Indian Perspective by Prof. (Col.) P.S Bajaj & Dr. Raj Agrawal (Ph. D.) (Paperback, Biztantra)

Corporate Governance: Principles, Mechanisms & Practice by Swami (Dr.) Parthasarathy (Ph.D) (Paperback, Biztantra)

MP21--- Project Management

Unit 1 Introduction to Project Management

Introduction, Concept of a Project, Characteristic of a Project, Project Cycle, Project Process, Project Resources, Scope of a Project, Project Cost, Project Management, Objective of Project Management, Advantages of Project Management, Project Management Life Cycle, Analysis and Evaluation phase, Marketing Phase, Design Phase, Inspecting, Testing, and Delivering Phase, Post Completion Phase, Summary, Keywords, Review Question

Unit 2 Principles of Project Management

Principles of Project Management, Summary, Keywords, Review Questions

Unit 3 Project Manager and Project Team

Introduction, Qualities of a Project Manager, Functional Areas of a Project Manager, Responsibilities of a Project Manager , Selection of a Project Manager, Summary, Keywords, Review Questions

Unit 4 Project Team

Formation of a Project Team, Problems of a Project Team, Cultural Differences, Matrix Team Problem, Intra-Team Conflict, Summary, Keywords, Review Questions

Unit 5 Project Planning

Introduction, Concept of Project Planning, Steps in Project Planning, Project Planning Tools, Project Organization, Project Structure, Project Key Personnel

Unit 6 Project Management Team

Project Management Team, Key Stakeholders, Key Resources , Work Breakdown Structure , Task Duration, Project Team Development, Project Planning Estimation, Purpose of Estimation, Essentials of Estimation, Estimation Tools, Summary, Keywords, Review Questions

Unit 7 Market Analysis in Project Management

Introduction, Concept of Market Analysis , Collection of Market Information, Factors Affecting Market Information, Demand Forecasting, Qualitative Approach of Demand Forecasting, Quantitative Approach of Demand Forecasting, Process of Demand Forecasting , Product Line Analysis, Product Mix Analysis, Summary, Keywords, Review Questions

Unit 8 New Product Developments

New Product Development, Selection of Plant Location, Plant Capacity, Environmental Aspects of a Project , Estimation of Production and Sales, Financial Feasibility of a Project, Estimation of Cost of a Project, Estimation of Working Capital Requirements, Estimation of Cash Flow, Summary, Keywords, Review Questions

Unit 9 Financing of a Project

Introduction, Long Term Financing, Capital Market , Money Market, Sources of Long Term Financing, Medium Term, Financing, Lease Finance, Hire Purchase, Venture Capital Financing, Retained Earnings, Public Deposits, Short Term Financing, Trade Credit, Customer Advances, Installment Credit, Bank Loan, Cash Credit, Commercial Papers, Certificate of Deposits, Bills of Exchange, Factoring, Agencies Providing Financial Facilities, Commercial Bank, Cooperative Bank, National Bank for Agriculture and Rural Development (NABARD) , Summary, Keywords, Review Questions

Unit 10 Project Scheduling

Introduction, Concept of Project Scheduling, Developing a Project Network, Estimation of Time, Project Network Analysis, CPM Model, PERT Model, Gantt chart, Summary, Keywords, Review Questions

Unit 11 Resource Scheduling

Introduction , Concept of Resource Scheduling, Process of Resource Scheduling , Resource Loading , Resource Leveling, Resource Allocation, Goldratt's CCPM, Summary, Keywords, Review Questions

Unit 12 Monitoring a Project

Introduction, Planning-Monitoring-Controlling Cycle, Project Monitoring, Designing of Monitoring System, Information Collection and Analysis, Reporting and its Types, Earned Value Analysis, Summary, Keywords, Review Questions

Unit 13 Controlling a Project

Project Controlling, Purpose of Controlling , Types of Control , Control System Designing, Types of Control Systems, Tools of Control, Management Control System, Identifying Key Performance Areas, Identifying Strategic Control Points, Summary, Keywords, Review Questions

Unit 14 Project Evaluation and Auditing

Introduction, Concept of Project Evaluation, Purpose of Project Evaluation, Advantages of Project Evaluation, Summary, Keywords, Review Questions

Unit 15 Project Auditing

Concept of Project Audit, Audit Team, Project Audit Life Cycle, Audit Report, Auditing in Indian Scenario, Differences between Project Evaluation and Project Audit, Summary, Keywords, Review Questions

Unit 16 Project Termination

Introduction, Meaning of Project Termination, Factors Considered for Terminating a Project, Project Termination Process, Project Final Report, Summary, Keywords, and Review Questions

Reference Books:-

- **Project Management** by Prof. (Dr.) Sanjiv Marwah (Paperback, Dreamtech Press)
- **Project Management: A Managerial Approach**, seventh edition by Jack R. Meredith, Samuel J. Mantel (Paperback, Wiley India)
- **Project Management Jump Start** (second edition) by Kim Heldman (Paperback, Wiley India)

MP22--- Management Information System

Unit 1 Introduction of Management Information System

Introduction, Management Information System (MIS), Nature and Scope of MIS, Characteristics of MIS, Functions of MIS, Physical Components, Information Processing, Management Summary, Keywords, Review Questions

Unit 2 Structure of MIS

Introduction, Structure of MIS, Summary, Keywords, Review Questions

Unit 3 Activities at Various Levels of MIS

Introduction, Activities at Various Levels, Summary, Keywords, Review Questions

Unit 4 Decision Support System

Decision Support System, Summary, Keywords, Review Questions

Unit 5 Strategic Role of MIS

Introduction, Strategic MIS, Competitive Advantages with MIS, Summary, Keywords, Review Questions

Unit 6 Enterprise Resource Planning (ERP)

Introduction, Enterprise Resource Planning, Summary, Keywords, Review Questions

Unit 7 Business Process Re-Engineering (BPR)

Introduction, Business Process Re-Engineering (BPR), Summary, Keywords, Review Questions

Unit 8 Management of Data Resources

Introduction, Data Warehousing, Data Mining, Designing Database, Summary, Keywords, Review Questions

Unit 9 Types Of Data Models

Hierarchical Data Model, Network Data Model, Relational Data Model, Summary, Keywords, Review Questions

Unit 10 Decision Support Systems

Introduction, Understanding DSS, Types of Decision Support Systems, Tools and Technologies used in DSS, DSS and Outsourcing, Summary, Keywords, Review Questions

Unit11 System Analysis and Design

Introduction, Concept of System Analysis, System Analyst: Meaning and Roles, System Development Life Cycle (SDLC), Developing MIS, Concept of Rapid Application Development, Summary, Keywords, Review Questions

Unit 12 Knowledge Management and Systems

Introduction, Knowledge Support System, Transactional Processing, Summary, Keywords, Review Questions

Unit 13 Introduction to ERP

Introduction, Enterprise Management System, Enterprise Resource Planning (ERP) Systems, ERP Models and Modules, Benefits of ERP, ERP Product Evaluation, ERP Implementation, Summary , Keywords , Review Questions

Unit 14 Role of ERP in New Product Development

Introduction, Role of ERP in New Product Development, ERP in Customer Centric Organizations, Summary, Keywords, Review Questions

Unit 15 Strategies of ERP

Strategy of Organization and ERP, Role of ERP in achieving Organizational Objectives, Developing an Effective ERP System, Summary , Keywords , Review Questions

Unit 16 CRM

Introduction, Definition, Summary, Keywords, Review Questions

Reference Books:-

- **Management Information Systems** by Shubhalakshmi Joshi & Smita Vaze (Paperback, Biztantra)
- **Introduction To Information Systems: Supporting And Transforming Business** by Rainer, Turban, Potter (Paperback, Wiley India)
- **MIS: Managing Information Systems In Business, Government And Society** by RAHUL DE (Paperback, Wiley India)

MP23--- Production and Operations Management

Unit 1 Overview of Production and Operations Management

Introduction, Concept of Production and Operations Management, Historical Evolution of Operations Management, Difference between Goods and Services, Contrasting Production and Operation Management, The Basic Operation Management Transformation Model An Input Output System, Problems Faced by Operations Manager, Summary, Key-Terms, End of Chapter Exercises

Unit 2 Operations Strategy

Introduction, Concept of Operations Strategy, Competitive Priorities, Relationship among Organization, Operations, and Marketing Strategies, Developing an Operations Strategy, Types of

Operations Strategies, Revising and Updating the Operations Strategy, Summary, Key Terms, End of Chapter Exercises

Unit 3 Forecasting

Introduction, Concept of Forecasting, Period of Forecasting, Forecasting in Different Departments, Steps in Forecasting, Summary, Key Terms, End of Chapter Exercises

Unit 4 Techniques of Forecasting

Techniques of Forecasting, Survey Method, Statistical Methods, Limitations of Forecasting, Criteria for Efficient Forecasting, Summary, Key Terms, End of Chapter Exercises

Unit 5 Concept of Product

Structure, Learning Objectives, Introduction, Concept of Product and its Characteristics, Levels of Product, Product Classification, Product Differentiation and its Basis, Product Line Analysis, Product Mix Analysis , Summary, Key Terms, End of Chapter Exercises

Unit 6 Product Selection

Concept of Product Selection, Product Selection Methodology, Commercialization of Select Product, Economic Considerations in Product Selection, Summary, Key Terms, End of Chapter Exercises

Unit 7 Concept of Product Design

Characteristics of Good Product Design, Types of Design, Objectives of Designing, Factors Affecting the Product Design, Aspect of Designing a Product, Design and Production Costs, Design for Volume Production, Product Specification, Design Changes, Concept of Product Planning, Elements of product Planning, Importance of Product Planning

Unit 8 Product Development

Concept of Product Development, Elements of Product Development, Principles of Product Development, Advantages of Product Development, Scope of Product Planning and Product Development

Unit 9 Process of New Product Development

Process of New Product Development, Concept of Service Design, Customer Benefits and Design Parameters for Delivery, Choice of CBP Design, Detailed Service and Delivery Design, Summary, Key Terms, End of the Chapter Exercises

Unit 10 Capacity Requirement Planning

Introduction, Definition of Capacity, Measurement of Capacity, Service Capacity , Process of Capacity Planning, Capacity Requirement Prediction, Determination of Capacity, Equipment Requirements for a Single Production Stage, Summary, Key Terms, End of Chapter Exercises

Unit 11 Quality Management Strategic Issues

Introduction, Quality Management , Definition of Quality, Importance of Quality Management, Quality Requirements, Concept of Quality Control, Meaning of Quality System, Classification of Quality Control Techniques, Meaning of Process Capability, Process Variation Distribution, Defining Control Charts, Control Charts for Variables, Control Charts for Attributes, Concept of ISO, ISO 9000 Standard, Steps in ISO 9000 Registration, Benefits of ISO 9000 series, Summary, Key Terms, End of Chapter Exercises

Unit 12 Facility Location and Layout

Introduction, Concept of Facility Location, Location Concepts, Weber’s Theory of Industrial Location, Sargant Florance’s Theory of Industrial Location, Factors Affecting Location of a Facility, Location Pattern of Indian Industries , Concept of Facility Layout, Characteristics of an efficient layout, Objectives of Plant Layout, Advantages of a Good Layout, Characteristics of Bad Layout, Principles of Deigning a Facility Layout, Methods for designing a layout, Prerequisite for Developing a Layout of Facilities, Summary, Key Terms, End of Chapter Exercises

Unit 13 Materials Planning and Requirement

Introduction, Concept of Materials Planning, Factors Affecting Materials Planning, Techniques of Materials Planning, Guidelines for Materials Planning, Material Requirements Planning, MRP Logic, Benefits of MRP, Summary, Key Terms, End of Chapter Exercises

Unit 14 Inventory Management

Introduction, Concept of Inventory Management, Objectives of Inventory Management, Cost of Holding Inventory, Benefits of Holding Inventory, Concept of Inventory Control, Significance of Inventory Control, Functions of Inventory Control, Factors Affecting Inventory, Inventory Models, Summary, Key Terms, End of Chapter Exercises

Unit 15 Production Planning and Control

Introduction, Concept of Production Planning, Functions of Production, Planning and Control, Effectiveness of PPC and Its Management, Importance of Production Planning and Control, Organization Structure of Production Planning and Control Department, Difference between Production Planning and Production Control, Summary, Key Terms, End of Chapter Exercises

Unit 16 Just-in-Time Production Management

Introduction, The Just-in-Time (JIT) Revolution, Fundamentals Of JIT, Just In Time Production System, Quality Production through JIT and KANBAN, KANBAN Production Information System, JIT Methods, Summary, Key Terms, End of Chapter Exercises

Reference Books:-

- **Production and Operations Management** by Martin K. Starr (Ph. D.) (Paperback, Biztantra)
- **Production And Operations Management: An Applied Modern Approach** by Joseph S. Martinich (Paperback, Wiley India)
- **Production and Operations Management** by R. Panneerselvam (Paperback, PHI)

MP24--- Organization Behavior

Unit 1 Evolution of Organizational Behavior

Introduction, Concept of Organizational Behavior, Four Elements of Organizational Behavior, Key Concepts of Organizational Behavior, Disciplines Contributing to Organizational Behavior, Major Historical Developments in Organizational Behavior, Hawthorne Experiments for Studying Organizational Behavior. Illumination Experiments (1924-1927). Relay Room Experiments (1927-1932) Mica Splitting Test Room Experiments, Mass Interviewing Program (1928-1930), Bank Wiring Room Study (1931–1932), Levels of Organizational Behavior

Unit 2 Significance of Organizational Behavior

Managerial Skills Influencing Organizational Behavior, Challenges Faced by Organizational Behavior, Summary Keywords, Review questions, Further Readings

Unit 3 Foundations of Individual Behavior

Introduction, Concept of Organization, Organization as a System, Characteristics of an Organization, The 7-S Framework of an Organization , Learning Organization, Organization and Individual, Personality, Determinants of Personality, Values, Relationship between Personality and Values of an Employee, Personality Theories, Personality, Behavior and Performance, Attitude, Components of Attitude, Job Attitude

Unit 4 Learning

Behaviorism, Cognitivism, Constructivism/ Social Learning, Perception, Elements of Perception, Factors Influencing an Individual's Perception, Perceptual Process, Distortions in Perception, Significance of Perception, Attribution Theory of Perception, Developing Perceptual Skills, Summary , Keywords , Review questions , Further Readings

Unit5 Motivation

Introduction, Concept of Motivation, Features of Motivation, Factors Affecting Motivation, The Process of Motivation

Unit 6 Theories of Motivation

Maslow's Hierarchy of Needs, Theory X and Theory Y, Herzberg's Two Factor Theory / Motivation-Hygiene Theory, McClelland's Theory of Needs, Goal Setting Theory, Equity Theory, Vroom's Expectancy Theory, ERG Theory, Cognitive Evaluation Theory, Cognitive Dissonance Theory, Behavior Modification Theory, Motivational Techniques, Significance of Motivation, Pre-Requisites of an Effective Motivation, Summary, Keywords, Review questions, Further Readings

Unit7 Leadership

Introduction, Definition of Leadership, Characteristics of a Leader, Functions of a Leader, Types of Leaders, Leaders versus Managers

Unit 8 Leadership Theories

Charismatic Leadership Theory, Trait Theory, Behavioral Theories, Contingency Theories, Leadership Styles. Summary, Keywords, Review questions, Further Readings

Unit9 Group and Team in an Organization

Introduction, Group, Need of a Group, Types of Groups, Group Dynamics, Group Properties, Group Decision-Making and Its Techniques

Unit 10 Concept of a Team

Types of Teams, Team Culture, Stages of Team Development, Team Diversity, Team Effectiveness, Difference between a Group and a Team, Management by Objectives (MBO), Features of MBO, Process of MBO, Summary, Keywords, Review questions, Further Readings

Unit11 Conflict and Negotiation

Introduction, Conflict, Three Views on Conflict, Characteristics of Conflict, Classification of Conflict, Sources of Conflict, Levels of Conflict, Conflict Process, Relationships between Performance and Conflict, Outcomes of Conflict, Conflict Management

Unit 12 Negotiation- An Approach to Conflict Resolution

Negotiation Process, Negotiation Process, Other Approaches for Conflict Resolution, Summary, Keywords, Review questions, Further Readings

Unit 13 Organizational Culture and its Management

Introduction, Organizational Culture, Types of Organizational Culture, Functions of Organizational Culture, Cognitive Levels of Organizational Culture, Analyzing Organizational Culture, Managing Cultural Diversity

Unit 14 Organizational Politics

Reasons for Political Behavior, Political Strategies, Managing Political Behavior

Unit 15 Morale

Fundamentals of Building Good Morale, Factors Affecting an Employee's Morale, Indicators of Low Morale, Relationship between Morale and Productivity, Working Conditions, Determinants of Work Conditions, Impact of Working Conditions on Employees' Performance, Summary, Keywords, Review questions, Further Readings

Unit 16 Organization Development

Introduction, Concept of Organization Development, Objectives of Organization Development, Phases of Organization Development, Factors Affecting Organization Development, Managing Effective Organization Development, Organization Development Interventions, Benefits of Organization Development, Organization Development Facilitators, Organization Development in Indian Scenario, Summary, Keywords, Review questions, Further Readings

Reference Book:-

- **Organizational Behavior** by Supreet Ahluwalia (Paperback, Dreamtech Press)
- **Organizational Behavior** by Kamran Sultan, Supreet Ahluwalia (Paperback, Dreamtech Press)
- **Organizational Behaviour: Design, Structure and Culture** by DR. Ananda Das Gupta (Ph. D.) (Paperback, Dreamtech Press)
