

School of Accounting and Commercial Law

MMPA 511 MANAGEMENT

Trimester 2 2012

COURSE OUTLINE

Names and Contact Details	Office	Telephone
<i>Course Coordinator & Lecturer</i> Arun Elias Arun.Elias@vuw.ac.nz Office Hours: TBA	RH 928	463 5736
<i>Course Administrator</i> Pinky Shah Pinky.Shah@vuw.ac.nz Office hours: Monday-Friday, 8.30am-5pm	RH 728	463 6921

Trimester Dates

Teaching Period:	Monday 16 July – Friday 19 October
Study Period:	Monday 22 October – Thursday 25 October (Monday 22 October is a public holiday, Labour Day)
Examination Period:	Friday 26 October – Saturday 17 November (inclusive)

Withdrawal from Course

1. Your fees will be refunded if you withdraw from this course on or before Friday 27 July 2012.
2. The standard last date for withdrawal from this course is Friday 28 September. After this date, students forced to withdraw by circumstances beyond their control must apply for permission on an 'Application for Associate Dean's Permission to Withdraw Late' including supporting documentation.

The application form is available from either of the Faculty's Student Customer Service Desks.

Class Times and Room Numbers

Fridays: 5.40-8.30pm

Venue: GBLT3 (Government Buildings, Lecture Theatre 3), Pipitea Campus

Course Content

MMPA 511 offers a broad perspective on modern management in the business, public and voluntary sectors, and examines key issues likely to face managers in the near future. The course operates at the macro level with an emphasis of understanding the various schools of management theory, including the assumptions about human nature that underlie these schools.

Course Learning Objectives

Students who are successful in this course will be able to:

- (a) Identify and explain the basic functions of management (including human resource);
- (b) Describe the key features and significance of group dynamics, communication, and motivation;
- (c) Identify and assess the social, environmental and ethical responsibilities of management;
- (d) Describe the various types of organisational structures and the factors influencing their design;
- (e) Explain the information, problem-solving and decision-making process and apply these techniques to management problems;
- (f) Identify and explain current internal and external forces impinging on managerial and organisational change and the need to respond to these factors.

Course Delivery

The course will consist of lectures and tutorials. There will be tutorials when required during each block of class time, usually the final 50 minutes of allocated class time. Students are expected to attend these tutorials which will be used to work on case studies. See page 6 for lecture schedule.

Expected Workload

This course is a 15-point course. One point is equated to 10 hours of work, which means a total of 150 hours is expected for this course, spread over the 12 teaching weeks. This consists of 36 hours of classes, approximately eight hours per week outside classes during teaching weeks spent reading, studying and writing assignments and a further 20 hours revising during the mid-trimester break and study week.

Group Work

While this course has a tradition of study group collaboration, there are important elements in the assessment process that are strictly individual. Collaboration on individual assignments is not allowed beyond general discussion as to how one might interpret the nature of the assignment question. Please do not work together to formulate a response and do not loan out your completed individual assignments.

Readings

The readings for this course are contained in the Course Material Book, which will be distributed during the first lecture.

Assessment Requirements

The paper consists of two projects, class exercises, class test, and a final examination. The first two assignments should be presented as management reports. The details of these assignments are given below:

Assessment	Value	Due Date
1. Individual Project	15%	24 August 2012 (submit in class)
2. Group Project Presentation* Report	20%	19 October 2012 (submit in class)
3. Class Exercises	10%	During lectures (from week 1 to week 10)
4. Class Test	5%	During the lecture on week 5
5. Final Examination	50%	During examination period (see below)

* Presentations: 12th or 19th October 2012

Assessment Guidelines

You will select an organisation as the host for your MMPA 511 assignments 1 and 2. In this organisation you should concentrate on a project or an actual operation. The criteria for your selection of the organisation should include:

- It should be a real world organisation based in New Zealand
- It should perform an actual operation or a project
- You should have access to observe the operation

Assessment 1: Individual Project

Length: Maximum 6 pages double-spaced text, excluding figures, tables and other exhibits.

You will describe an actual operation of your host organisation in its existing form. In your description you will:

- Present the existing operation as an operating system,
- Describe and evaluate the strategy involved
- Conduct a stakeholder analysis for the system and
- Develop a process map for the operating system that you observed

Assessment 2: Group Project

Length: Maximum 20 pages double-spaced text, excluding figures, tables and other exhibits.

You will select one of your group members' organisations for this assignment. You will analyse and improve the operating system you observed, using some of the management tools. In your project you will:

- Understand and improve the description presented by a group member as assignment 1
- Critically examine the operating system, using appropriate management tools discussed in this course
- Conduct a benchmarking study for the operating system
- Use other appropriate operations management concepts and tools to improve the operating system.
- Provide an individual reflection

This project consists of two parts. First, the group will give a 15 minute presentation followed by about 10 minutes of discussion during any one of the following days: 12th or 19th October 2012. The dates for group presentation will be decided using a lucky draw. You also have to present a management report for this project (due date: 19 October 2012).

Assessment 3: Class Exercises

Class exercises will be conducted during the lectures from week 1 to week 10. They will be based on the topics covered in that particular lecture. During the last 50 minutes of the class, students will discuss these exercises (e.g. case studies, numerical exercises) and submit the results before leaving the class. This will be a group assignment.

Assessment 4: Class Test

A class test (not open book!) will be conducted during the beginning of the lecture on week 5. The test will be based on the topics covered in weeks 1 to 4. The test will consist of 10 multiple-choice questions and is worth 5% of the course marks. This will be an individual assessment.

Assessment 5: Final Examination

A three-hour final examination (closed book) will be held during the final examination period.

Quality Assurance Note

Your assessed work may also be used for quality assurance purposes, such as to assess the level of achievement of learning objectives as required for accreditation and audit purposes. The findings may be used to inform changes aimed at improving the quality of FCom programmes. All material used for such processes will be treated as confidential, and the outcome will not affect your grade for the course.

Examinations

Students who enrol in courses with examinations are obliged to attend an examination at the University at any time during the formal examination period.

The final examination for this course will be scheduled at some time during the period from Friday 26 October – Saturday 17 November (inclusive).

Penalties

In fairness to other students, work submitted after the deadline will be subject to a penalty of 5% of the total marks available per day of lateness. Assignments more than one week late will not be accepted. A “zero” mark will be applied. In the event of unusual, unforeseen circumstances (e.g., serious illness, family bereavement), students should discuss waiver of the penalty with the course controller prior to the deadline date.

Mandatory Course Requirements

To meet mandatory course requirements, students must:

- (i) submit Assignments 1 and 2 on the due dates, and
- (ii) obtain at least 40 per cent of the final examination marks available.

Class Representative

A class representative will be elected in the first class, and that person’s name and contact details made available to VUWSA, the Course Coordinator and the class. The class representative provides a communication channel to liaise with the Course Coordinator on behalf of students.

Communication of Additional Information

Additional information concerning this course will be provided in lectures and posted on Blackboard: <http://blackboard.vuw.ac.nz>. Urgent notices will be circulated by email.

Use of Turnitin

Student work provided for assessment in this course may be checked for academic integrity by the electronic search engine <http://www.turnitin.com>. Turnitin is an on-line plagiarism prevention tool which compares submitted work with a very large database of existing material. At the discretion of the Head of School, handwritten work may be copy-typed by the School and subject to checking by Turnitin. Turnitin will retain a copy of submitted materials on behalf of the University for detection of future plagiarism, but access to the full text of submissions will not be made available to any other party.

For the following important information follow the links provided:

Academic Integrity and Plagiarism

<http://www.victoria.ac.nz/home/study/plagiarism.aspx>

General University Policies and Statutes

Find key dates, explanations of grades and other useful information at

www.victoria.ac.nz/home/study

Find out about academic progress and restricted enrolment at

<http://www.victoria.ac.nz/home/study/academic-progress.aspx>

The University's statutes and policies are available at www.victoria.ac.nz/home/about/policy, except qualification statutes, which are available via the Calendar webpage at

<http://www.victoria.ac.nz/home/study/calendar.aspx> (See Section C).

Further information about the University's academic processes can be found on the website of the Assistant Vice-Chancellor (Academic) at

www.victoria.ac.nz/home/about_victoria/avcacademic/default.aspx

AVC (Academic) Website: information including: Conduct, Academic Grievances, Students with Impairments, Student Support

http://www.victoria.ac.nz/home/about_victoria/avcacademic/Publications.aspx

Faculty of Commerce Office

<http://www.victoria.ac.nz/vbs/studenthelp>

Te Putahi Atawhai

Maori and Pacific Mentoring Programme

<http://www.victoria.ac.nz/tpa/>

Lecture Schedule - MMPA 511 – 2012

Week	Topics	Readings/Class Exercise
1 (20 Jul)	Course Introduction Introduction to Management	Reading 1 Class Exercise: The Art of Management
2 (27 Jul)	Human Resource Management and the New Workplace (Guest Lecturer)	Reading 2 Class Exercise: Human Resource Management
3 (3 Aug)	Corporate Strategy Stakeholder Management	Reading 3 Class Exercise: Stakeholder Analysis
4 (10 Aug)	Operations Management Process Mapping	Reading 4 Case 1: 100 Yen Sushi
5 (17 Aug)	Quality Management Critical Thinking and Analysis	Reading 5 Class Exercise: Hank Kolb, Director of Quality Assurance
6 (24 Aug)	Continuous Improvement Benchmarking	Class Exercise: Benchmarking
<i>Mid-Trimester Break (27 August – 9 September)</i>		
7 (14 Sep)	Quantitative Approaches to Management Statistical Quality Control	Reading 6 Class Exercise: Statistical Process Control
8 (21 Sep)	Complex Management Problems Problem Structuring	Reading 7 Class Exercise: Problem Structuring
9 (28 Sep)	Systems Approaches to Management Systems Modelling	Reading 8 Class Exercise: Causal Loop Modelling
10 (5 Oct)	Participative Management Group Model Building	Reading 9 Class Exercise: Group Model Building
11 (12 Oct)	Project Management Group Project Presentations	Reading 10
12 (19 Oct)	Course Revision Student Evaluations Group Project Presentations	