

**M.Com, Part II**  
**RECENT ADVANCES IN BUSINESS ADMINISTRATION**

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Semester IV

Subject Code: MCM 41603

Lectures: 60

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**Objectives:**

- To acquaint the students with current trends in Business Administration
- To develop an understanding about tools and their application in the business
- To make students develop understanding of global perspectives

**1: Organisational Change Management** 10

- Concept, Features, Significance and Need for change
- Process of Organisational Transformation
- Communicating Change
- Implementing Change – Delta technique
- Organisational Learning and Learning Organisation
- Futuristic and strategic approach toward changing business environment

**2: Approaches to Quality Management and Enterprise Resource Planning** 14

- Quality Management
  - Concept
  - Statistical Process Control- Six Sigma, Terotechnology, Business Process Improvement
  - Quality Function Deployment (QFD)- Concept, Process and Benefits
  - Failure Mode Effect Analysis (FMEA)- Stages and Design
- E. R. P
  - Concept and features
  - Tools of E.R.P
  - Applying E. R. P. in business
  - Computers and E. R.P

**3: Advances in Business Technology**

**10**

- Web Conferencing
- Business Intelligence and Analytics
- Big Data
- Customer Self-service
- Content Management Systems
- Cloud Computing

**4: Contemporary Issues in Business Administration**

**14**

- Turnaround Management
  - Concept and Significance of turnaround management
  - Techniques of turnaround management
  - Restructuring and Reengineering of business
- Innovation Management
  - Concept of innovation
  - Significances of Innovation
  - Key Steps in Innovation Management
- Enterprise Sustainability Management (ESM)
  - Concept
  - Challenges
  - Building ESM into Operational Excellence
- Industrial Energy Management
  - Definition and Need
  - Energy Audit Methodology
  - Organizational background desired for energy management

**Assignments and Library Hours**

**12**

**Recommended Reference Books**

1. Alexis Leon, ERP demystified, 2<sup>nd</sup> Edition Tata McGraw-Hill, 2008
2. Capehart Barney L., Turner and Kenedy, "Guide to Energy Management", Taylor & Francis 5<sup>th</sup> Edition, 2007
3. Clayton M. Christensen Michael E. Raynor," The Innovator's Solution", Harvard Business School Press Boston, USA, 2003
4. Dale H.Besterfield, Carol Besterfield – Michna, Glen H. Besterfield, Mary Besterfield – Sacre, Hermant Urdhwareshe, Rashmi Urdhwareshe, Total Quality Management, Revised 3<sup>rd</sup> Edition, Pearson Education, 2011
5. Doty Steve Turner Wayne C., "Energy Management Handbook" The Fairmont Press Inc, 6<sup>th</sup> Edition, 2007

6. Douglas C. Montgomery, *Introduction to Statistical Quality Control*, Wiley Student Edition, 4<sup>th</sup> Edition, Wiley India Pvt Limited, 2008
7. Dr. Schaltegger Stefan, Herzog Christian, Kleiber Oliver, Muller Jan., "Sustainability Management in Business Enterprises", Published by The Federal Ministry for the Environment, Nature conservation and Nuclear Safety (BMU), 2002
8. Garg Vinod Kumar and Venkitakrishnan N.K., "ERP- Concepts and Practice", Prentice Hall of India, 2006
9. Hurr Floyd, "Rousing Creativity: Think New Now", Crisp Publications Inc. 1999
10. James R. Evans and William M. Lindsay, *The Management and Control of Quality*, 6<sup>th</sup> Edition, Thomson, 2005
11. Kotter John P., Cohen Dan S., "The Heart of Change: Real-Life Stories of How People Change Their Organizations", Harvard Business Review Press, 2012
12. Seth Dinesh, Rastogi Subhash C., "Global Management Solutions Demystified", 2<sup>nd</sup> Edition, CENGAGE Learning, 2009
13. Sharma Radha R, "Change Management and Organisational Transformation "Tata Mc Graw Hill education Pvt Ltd 2012
14. Tulder Rob Van, Tilburg Rob van, Francken Mara, Rosa Andrea da, " Managing the Transition to a Sustainable Enterprise" Routledge, 2014
15. Wheelen L. Thomas, Hoffman N. Alan, Hunger David J., Bamford E. Charles, "Strategic Management and Business Policy: Globalization, Innovation and Sustainability", Pearson Education