

## **Semester I**

### **PRINCIPLES OF MANAGEMENT**

#### **Unit I**

Nature and Scope of Management Process – Management, Science or Art – Development of Manager – Scientific Management, Functions of the Manager.

#### **Unit II**

Planning: The Meaning and Purpose of Planning – Steps in Planning – Types of Plan.

Objectives and Policies: Objectives, Policies, Procedures and Methods – Nature and Types of Policies.

Decision Making: Process of Decision Making – Type of Decision – Problems Involved in Decision Making – Qualitative Techniques.

#### **Unit III**

Organization: Types of Organization Structure – Span of Control – Uses of Staff Units and Committees.

#### **Unit IV**

Delegation and Decentralization – Line and Staff Relationship – Staffing – Sources of Recruitment – Selection Process – Training.

#### **Unit V**

Directing: Nature and Purpose of Directing – Controlling – Need for Co-Ordination – Meaning and Importance of Control – Control Process – Budgetary and Non Budgetary Controls.

**Text book:** Essential of Management – Harold Knootz – Mc Graw Hill.

## **Semester I**

### **SOFT SKILLS FOR BUSINESS**

#### **Unit I: Introduction to Communication**

Meaning and Definitions – Need – Objectives and Principles – Communication Media – Types of Communication Process – Interpersonal and Business Communication – Characteristics – Verbal and Non Verbal Communication – Barriers to Communication.

#### **Unit II: Business Letters**

Meaning, Need, Functions and Kinds of Business Letters – Essentials of an Effective Business Letter – Layout – Appearance – Size – Style – Forms and Punctuation – Routine request letters Response to letters – Refusal letters – Claims letters – Collection letters.

#### **Unit III: Letters of Inquiries, Quotations and Offers**

Letters of Inquiry – Opening and Closing sentences in letters of Inquiry – Quotations – Specimen – Voluntary offers and Quotations – Sentences regarding Offers and Quotations – Specimen – Placing an Order, Specimen – Cancellation, Acknowledgement, Refusal and execution of Order.

#### **Unit IV: Circular, Sales and Bank Correspondence**

Management of Circular letters – Objectives – Situations that need Circular letters – Specimen, meaning of sales letters – Objectives – Advantages – Three P's Functions, Bank Correspondence, Meaning – Correspondence with Customers, Head Office and with other Banks.

#### **Unit V: Report Writing and Spoken Communication**

Meaning of a Report – Importance – Oral and Written Reports – Types of Business Reports – Characteristics of Good Report – Preparing a Report – Organisation of a Report – Spoken Communication – the Telephone – the Public Addressing System – Word processor – Telex, Fax, Email – Teleconferences.

#### **Text book:**

Effective Business Communication – Kaul – Prentice Hall, New Delhi

## **Semester I**

### **FINANCIAL ACCOUNTING**

#### **Unit I: Introduction**

Meaning and Scope of Accounting – Need for Accounting – Developing of Accounting – Nature and Objectives – Book Keeping and Accounting – Accounting Principles – Meaning – Accounting concepts and conventions – Accounting Standards – International Accounting Standards.

#### **Unit II: Books of Accounts**

Double Entry System of Book Keeping – Journal – Rules of Debit and Credit – Ledger posting – Rules regarding posting – Relationship between Journal and Ledger – Trail balance – Final Accounts – Balance sheet – Uses of these statements.

#### **Unit III**

Income and expenditure account, receipts and payments – Accounts nature – Preparation of receipt and payment account and income and expenditure account.

#### **Unit IV**

##### **Depreciation Accounting**

Meaning of depreciation – causes – Objectives – Factors involve – Methods of Depreciation Accounting – Reserves and Provisions.

##### **Insurance Claims Accounts**

Meaning – Types of claims – Claims for loss of stock – Claims for loss of profit.

#### **Unit V: Computerized Accounting**

Introduction – Meaning of Computerized Accounting – Features of computerized Account – Terms Used in computerized Accounting – Distinction between Computerized & Manual Accounting – Function performed by computerized Accounting, Software available in the market.

#### **Text book:**

Advanced Accounting - Maheswari S.N. - Vikas Publishing

## **Semester I**

### **COMPUTER SKILLS FOR BUSINESS**

#### **Unit I**

Introduction to computers: Definition – Block diagram of a computer – Operation of a computer – application of computer.

Tools for computing: Program – Algorithms – Flow Chart – Languages – Translators – Packages – Introduction to Operating system and Network.

#### **Unit II**

Word processing using MS Word: Introduction – Creating a new document – Templates and Wizards – Controlling the screen display – Formatting – Searching and Replacing – Tables – Desktop publishing with word.

#### **Unit III**

Spread sheet management using Excel: Introduction – Basic worksheet mechanics – Work sheet development – Editing and Formatting worksheet – Printing techniques – Sorting the data filtering – Lists.

#### **Unit IV**

Pictorial representation of data in Excel: creating a chart – Customizing and embedding a chart – Charting techniques.

#### **Unit V**

Introduction to Power Point: Usage of design templates – Presentation using wizards – Slide transition and animations – Inserting clip arts and pictures – Background and color layouts.

#### **Text book:**

Office 2000 – BPB Publications

**Semester II**  
**BUSINESS LAW**

**Unit I**

Introduction to Law – Mercantile law – Law of contract – Offer – Acceptance – Consideration – Capacity of contract – Quasi contract – Performance – Discharge – Remedies to breach of contract.

**Unit II**

Partnership – Sale of Goods.

**Unit III**

Negotiable Instrument Act – Notes, Bills, Cheques – Crossing – Endorsement – Contract of agency.

**Unit IV**

Company – Formation – Memorandum – Articles – Prospective – Shares – Debentures – Directors – Appointment – Powers and Duties.

**Unit V**

Company administration – Borrowing powers, Management and Administration, Meetings, Resolutions, Proceedings – Management Accounts – Audit Appression and Minsmanagement – Winding Up.

**Text book:**

Legal Systems in Business – P. Saravanel & S. Sumathi

N. D. Kapoor: Elements of Mercantile Law

## **Semester II**

### **ORGANIZATIONAL BEHAVIOUR**

#### **Unit I**

The concept of Organizational Behaviour – Nature of Organizational – Models of O.B. and Human relation – Organizational system and Environment.

#### **Unit II**

Perception, Attitude, Personality and Learning, Individual Behavior.

#### **Unit III**

Group Dynamics – Group at work – Formal and Informal group – Group Cohesiveness – Group Pressure and Norms and Individual, Group Goals – roles and role conflict.

#### **Unit IV**

Leadership – Characteristics – Styles of leadership – Manager as a leader, Theories of Leadership – Conference leadership – Power & Authority.

#### **Unit V**

Morale & Motivation in industry – Theories of Motivation – Herzbergs, Maslows, X & Y, McGregor's – Organizational application of motivational theories – Morale & Productivity.

#### **Text book:**

Organizational behaviour – Gregory Moorhead and Rickey. W. Griffin – Houghton Mifflin College Div.

Organizational Behaviour – Fred Luthans – Mc Graw Hill– New York.

## **Semester II**

### **COST AND MANAGEMENT ACCOUNTING**

#### **Unit I**

Definition – Costing – Cost Accounting – Purpose and Functions of Cost Accounting – Financial Vs Cost Accounting – Management Accounting Vs Cost Accounting – Methods & Techniques of Costing – Advantages and Limitations of Cost Accounting – Cost Unit – Cost Center – Cost elements – Cost Sheet – Definition – Functions – Management Accounting – Scope of Management Accounting.

#### **Unit II**

Output Costing – Operating Costing – Transport Costing – Job Costing – Contract Costing – Estimation of Profit from Completed Contracts.

#### **Unit III**

Marginal costing – Break Even Point – Profit/Volume Ratio – Margin of Safety – Marginal Costing as a Key to Managerial – Problems – Key Factor.

#### **Unit IV**

Ratio Analysis – Uses of Ratio Analysis – Classification of Ratios – Liquidity Ratios – Leverage Ratios – Turnover or Activity Ratios – Profitability Ratios.

#### **Unit V**

Concept of Fund Flow Statement – Uses of Fund Flow Statement– Calculation of Funds from Operation – Construction of Fund Statement – Concept of Cash Flow – Calculation of Cash from Operations – Preparation of Cash Flow Statement – Distinction between Fund Flow and Cash Flow Analysis.

#### **Text book:**

Cost and Management Accounting: Methods and Techniques – A.P. Roy Chowdhury and A. Bhattacharaya, New Central Book Agency.

Cost and Management Accounting – N.P. Srinivasan, Sterling Publishers Pvt. Ltd.

## **Semester II**

### **BUSINESS STATISTICS**

#### **Unit I**

Statistics – A Conceptual Frame Work – Meaning and Scope of Business Statistics – Definition – Function – Role of Statistics for Business Decisions – Importance – Limitations. Statistics Enquiry Methods of Sampling – Purpose, Types, Collection of Data – Methods of Enumeration – Sampling Need Method of Sampling – Merits and Demerits – Classification and Tabulation of Data.

#### **Unit II**

Measures of Central Tendency – Average – Objectives of an Average – Types – Characteristics – Merits and Demerits – Mean, Median, Mode – Geometric Mean – Harmonic Mean.

#### **Unit III**

Quartiles – Deciles – Measures of Dispersion – Objectives Absolute and Relative Measures – Range – Quartile Deviation – Mean Deviation – Standard Deviation – Skewness – Kurtosis – Respective Merits and Demerits.

#### **Unit IV**

Correlation Analysis – Meaning – Definition – Uses – Types – Methods – Graphics Scattered Diagrams – Algebraic Methods – Karl Pearson's Co-Efficient of Correlation – Demerits.

#### **Unit V**

Meaning of T-Distribution, F-Distribution. Introduction to Microsoft Excel. Simple problem solving in Excel – T-Test, F-Test. Simple Graphical representation of business data like Pie chart, Histogram.

#### **Text book:**

Statistics for Management – Richard. I. Levin – Prentice Hall.



## **Semester III**

### **BUSINESS ENVIRONMENT**

#### **Unit I**

The Concept of Business Environment – Its Nature and Significance – Brief Overview of Political, Cultural, Legal, Economic and Social Environment and Their impact on Business.

#### **Unit II**

Political Environment – Government and Business Relationship in India Provision of Indian Constitution Pertaining to Business.

#### **Unit III**

Social Environment – Cultural Heritage – Social Attitudes – Impact of Foreign Culture – Castes and Communities – Joint Family System – Linguistic and Religious Groups – Types of Social Organization – Social Responsibilities.

#### **Unit IV**

Legal Environment – Implementation on Business – Corporate Governance.

#### **Unit V**

Economic Environment – Economic System and Their Impact on Business – Macro Economic Parameters like GDP, Growth Rate, Population, Urbanization, Fiscal Deficit, Plan Investment, Per Capital Income etc., and Their Impact on Business Decisions – Five Year Planning – Industrial Policy – Prices And Distribution. Concept and Mechanics of Privatization, Liberalization, Globalization.

#### **Text Book:**

Business Environment – Aswatappa – Tata Mc Graw Hill.

## **Semester III**

### **FINANCIAL MANAGEMENT**

#### **Unit I: An Overview of Managerial Finance**

Nature and scope of business finance – The changing role of finance manager – Finance functions. Objectives of Financial Management – Profit Maximisation – Wealth Maximisation.

#### **Unit II**

##### **Financial Planning**

Meaning, Significance and Limitations of Financial Planning and Financial Forecasting.

##### **Budgets and Budgetary Control**

Classification of Budget, Budgetary control – Techniques (Numerical Problems).

#### **Unit III**

##### **Capital Structure**

Meaning – Factors influencing the pattern of capital structure – Optimum capital structure – Capital gearing.

##### **Cost of Capital**

Concept – Importance – Methods of calculating cost of individual capital components – Weighted Average Cost of Capital.

#### **Unit IV: Capital Budgeting**

Meaning of Capital Budgeting – Principles of Capital Budgeting – Significance of Capital Budgeting – Methods of Ranking Projects – Limitations of capital budgeting (Numerical Problems).

#### **Unit V**

Working Capital: Meaning – Need – Types – Benefits and Determinants of Working Capital – Forecasting of Working Capital.

#### **Text book:**

Financial management – Pandey I.M – Vikas Publications House.

## **Semester III**

### **MARKETING MANAGEMENT**

#### **Unit I**

Definition and Functions of Marketing – Market – Types of market – Importance of marketing in developed and developing countries – Buyer's market – Seller's market – Marketing and Selling – Marketing concept – Modern marketing concept – Marketing mix.

#### **Unit II**

Consumer buying behaviour – Consumer buying process – Family brand – Brand loyalty – Market segmentation – Meaning – Nature – Bases of market segmentation.

#### **Unit III**

Meaning of Product – Classification – Product Mix – Product Item – Width – Product Life Cycle – Product Modification – New Product Development.

#### **Unit IV**

Meaning of Pricing – Role of Pricing – Pricing Theory – Pricing in Practice – Pricing Objectives – Channels of Distribution – Meaning – Factors governing choice of channel – Marketing Intermediaries.

#### **Unit V**

Advertising – Meaning – Objectives – Advertisement Copy – Media – Evaluating advertisement effectiveness. Personal selling – Process of personal selling – Sales promotion – Consumer promotion – Trade promotion – Sales force promotion – Whole seller and retailer promotion.

#### **Text book:**

Marketing Management – Philip Kotler – Prentice Hall of India.

**Semester III**  
**OPERATIONS RESEARCH**

**Unit I**

Linear programming – Graphical method – Simplex method.

**Unit II**

Transportation problem – Assignment problem – Inventory control – Purchase model with and without shortages – Manufacturing models with and without shortage.

**Unit III**

CPM/PERT Techniques – Crashing of a project network.

**Unit IV**

Game Theory: Game with saddle point – Game without saddle point – Rule of dominance – Graphical methods.

**Unit V**

Introduction to Queuing theory – Basic waiting line models: (M/M/I): (GD/ /), (M/M/I), (GD/N/ ), (M/M/C) : (GD/ /), (M/M/C) : (GD/N/ ).

**Text book:**

Operations Research – R. Panneerselvam – Prentice Hall

## **Semester III**

### **OPERATIONS MANAGEMENT**

#### **Unit I**

Introduction to Operations and Productivity.

Operations strategy for competitive advantage.

Operations in a global environment.

#### **Unit II**

Forecasting – Definition, Time series, Components – Moving average method – Regression method.

Capacity planning – Types of capacity, Strategies of capacity.

Managing quality – Statistical process control – Classification of quality control – X chart – R chart – C&B chart, OC curve, Single sampling plan.

Maintenance management – Types of maintenance – Trade off in maintenance cost analysis. Determination of economic life asset.

#### **Unit III**

Location – Economic analysis of plant location – Need for location study.

Layout – Design, factors affecting plant location, Types of layout – Comparison – Advantages and Disadvantages.

#### **Unit IV**

Work measurement – Method study – Time study.

Inventory management – Types of cost – Models of inventory – ABC analysis.

#### **Unit V**

Introduction to Aggregate Planning

Material requirement planning – Bill of material structure – Simple working of MRP table for only 2 Levels.

#### **Text book:**

Production and Operations Management – R. Panneerselvam – Prentice Hall.

## **Semester IV**

### **HUMAN RESOURCE MANAGEMENT**

#### **Unit I**

Meaning of Human Resource Management – Nature – Objectives and Scope – Functions – Significance – Role of Personnel Manager – Qualities of a Personnel Manager.

#### **Unit II**

Man power planning: Job Terminology – Job Design – Job Rotation – Job Enlargement – Job Enrichment – Job Analysis – Job Description – Job Specification – Process of Job Analysis – Recruitment – Sources of Recruitment – Selection – Procedure – Employment – Interview – Procedure for Interview – Induction.

#### **Unit III**

Training and Development: Meaning of Training and Development – Training and Education – Significance of Training – Types of Training – Methods of Training Operatives – Principles of Learning – Management Development Programs.

#### **Unit IV**

Transfer – Promotions – Code of Conduct – Discipline – Grievances – Handling procedures – Exit interview.

#### **Unit V**

Job Evaluation – Performance Appraisal – Methods – Compensation Packages.

#### **Text books:**

Personnel and HR Management – Vengatarathinam and SriVasthav

## **Semester IV**

### **INSURANCE MANAGEMENT**

#### **Unit I**

Definition of Insurance – Classification and Principles of Insurance.

#### **Unit II**

Life Assurance – Objectives of Life Assurance – Types of Policies – Principles of Life Assurance – Assignment and Nomination – Double Insurance – Reinsurance (Numerical Problems).

#### **Unit III**

Marine Insurance – Proximate Clause – Subrogation and Contribution – Types of Marine Policies – Warranties.

#### **Unit IV**

Fire Insurance – Principles of law as applied to fire insurance. The subject matter of fire insurance.

#### **Text book:**

Insurance: Principles and practice – M.N Mishra – Schand & Co.

## **Semester IV**

### **MANAGEMENT OF FINANCIAL INSTITUTIONS**

#### **Unit I: Indian Financial System**

Introduction – Functions of financial system – Economic growth in financial system – Types of financial institutions – Role of financial institutions – Money market and capital markets – Characteristics of money market and stock exchange.

#### **Unit II: Central Bank of India**

Objectives of central bank – Functions of central bank, Control, Role of RBI for credit – Development functions.

#### **Unit III: Commercial Banking**

Introduction – Functions of commercial banks in economic development – Core function – Recent trends in banking in India.

#### **Unit IV: Development Banks**

Introduction – UTI – IDBI – IFCI – ICICI – IRIC – SFCI and other financial institutions – functions and organizations.

#### **Unit V: Non Banking Finance Corporations**

Introduction – Role of non banking financial corporations.

#### **Text book:**

Financial Institutions – Prasanna Chandra – Tata Mc Graw Hill.



## **Semester IV**

### **MANAGEMENT INFORMATION SYSTEM**

#### **Unit I**

Foundations of information system in business.

Competing with information technology.

#### **Unit II**

Telecommunications and Networks.

Electronic business system.

#### **Unit III**

Electronic commerce systems.

Enterprise business systems.

#### **Unit IV**

Decision support system.

Decision business / IT solutions.

#### **Unit V**

Developing business / IT solutions.

Security and ethical challenges.

Enterprise and global management of information technology.

#### **Text book:**

MIS System: A managerial and user perspective – James A.O. Brien – Irwin Professional Pub.

## **Semester IV**

### **SMALL BUSINESS MANAGEMENT**

#### **Unit I**

Small business environment: Definition and meaning of small business – Role and contribution of small business for economic development.

#### **Unit II**

Entrepreneurship: Meaning – Importance of entrepreneur in economic development – Factors affecting entrepreneur growth – Common entrepreneurial traits – the EDP programmes – Motivation training for entrepreneurs.

#### **Unit III**

Business Ideas: Search for a business idea – Sources of ideas – Observing market prospective consumers – Development in other nations – Study of project profits – Government organization – Trade fairs – Preliminary evaluation and testing the ideas.

#### **Unit IV**

Project formulation: Project classification – Project Identification – Internal and External Constraints – Project Appraisal.

#### **Unit V**

Financial Analysis: Operating Costs – Methods of cost – Estimation of short term and long term costs – Financial statement analysis.

#### **Text book:**

Management of Small Scale Industry – Vasanth Desai – Himalayan Pub.

## **Semester V**

### **ENTREPRENEURIAL MANAGEMENT**

#### **Unit I**

Definition of Entrepreneur – Importance of entrepreneurship in underdeveloped economic – Types of entrepreneurs – Motivation and methods of improving it in a person.

#### **Unit II**

Functions of Entrepreneur, EDP institutions in India and their functions – The role of development banks and commercial banks for entrepreneur development.

#### **Unit III**

Factors to be considered when selecting a project and its location – Weber's Theory of location, Optimum firm, Project formulation. Importance of marketing.

#### **Unit IV**

Managerial skill required by entrepreneurs and methods of acquiring them – Entrepreneurial skills, Sole Traders, Partnership, Company form of organization, Promotion of companies, Financing of companies, Winding up and Liquidations.

#### **Unit V**

Problems faced by rural and women entrepreneur – State and Central support for entrepreneurs – Handicapped persons – Reservation for small industry.

#### **Text book:**

Dynamics of Entrepreneurial Management – Vasanth Desai – Himalayan Pub.

## **Semester V**

### **INTERNATIONAL BUSINESS**

#### **Unit I**

International – Need for exports – Internal and External – International marketing – Special consideration or factors relevant for international marketing – Protectionism – Tariff barriers – Trade agreements etc.,

#### **Unit II**

Export assistance – Government assistance – Qualitative and Quantitative – Export finance – Procedure for imports and exports.

#### **Unit III**

International Business – Theories of international business – Terms of trade – Gains from International Business.

#### **Unit IV**

Barriers of International Business – Foreign exchange – Exchange rate determinations, GSDR, Euro, Dollar.

#### **Unit V**

International Monetary Funds – Bank for reconstruction and other institutions, Role of IMF and IBRD for economic development.

Strategies – Sourcing and Production – Human Resource Management.

#### **Text book:**

International Business: Francis Chernilam

## **Semester V**

### **STRATEGIC MANAGEMENT**

#### **Unit I**

Strategic Management – Definition, Need, Dimensions – Strategic Planning – Strategic decision making process – Benefits and risks of Strategic management – Ethics and Social responsibility.

#### **Unit II**

Strategic Management Process – Vision of the Company – Business Vision Models – Objectives and Goals – Business and Strategies.

#### **Unit III**

Environmental scanning and analysis – Types: International, external and internal – characteristics – SWOT – Approaches of the environmental scanning.

#### **Unit IV**

Generic Competitive Strategies – Integration Strategies – Outsourcing Strategies – Offensive and Defensive Strategies – Strategies Alliances and Collaborative Partnerships – Merger and Acquisition – Diversification – Tailoring strategies to fit specific industry and company situation.

#### **Unit V**

Building resource strengths and organizational capabilities – Frame work for executing strategy – Strategy execution process – Organizational structure – Managing internal operations – Corporate culture of leadership – Designing strategic control system – Key success factors – Monitoring success and evaluating deviations.

#### **Text book:**

Crafting and Executing Strategy – Arthur A. Thomson, A.J Strick III, John E. Cambel – Mc Graw Hill.

## **Semester V**

### **TAXATION MANAGEMENT**

#### **Unit I: Introduction**

Introduction – History of income tax – Concepts and Residential Status: Assessment year – Previous year – Determination of residential status.

#### **Unit II: Income from Salary**

Salary, salary and allowances – Perquisites – Permissible deductions from salary – Numerical problems in salary.

#### **Unit III: Income from House Properties**

Basis for determination of annual value – Computation of income from house properties – Small Numerical Problems.

#### **Unit IV: Profit and Gains of Business and Profession**

Income from business or profession – Deduction – Allowances – Capital Gains – Computations of Capital Gains – Small Numerical Problems.

#### **Unit V: Income Other Sources**

Different sources of income, Dividends, Interest on Securities – Small Numerical Problems.

#### **Text book:**

Direct Taxes – Vinod K. Singhania, Taxman Pub, Ltd.

## **Semester V**

### **MANEGERIAL ECONOMICS**

#### **Unit I**

Definition and concept of economics – Nature of economics laws – Methods of economic enquiry – Meaning of micro and macro economics – Fundamental concepts – Wants – Utility – Value – Wealth – Welfare.

#### **Unit II**

Demand analysis – Meaning – Types – Determinants – Law of demand – Types marginal utility analysis – Elasticity of demand – Consumer's surplus. Supply analysis: Meaning – Factors of Production – land, labour, capital and organization – Law of returns – Production – Function – Return to scale.

#### **Unit III**

Cost and Output Analysis – Different cost concepts – Marginal and Average cost – Relationship – Long run and short run cost curves – Revenue curves of firms.

#### **Unit IV**

Pricing under perfect competition – Monopoly – Monopolistic competition – Oligopoly – Price – Output – Determination in the short run and long run in the various market situations – Wages – Theory of wages.

#### **Unit V**

National Income – Concepts – Measurement of National Income – Difficulties in measurement – Business cycles – Various phases – Important implications for business – Appropriate strategies and policies both at the Macro and Micro levels.

#### **Text book:**

Managerial Economics – Maheswari

## **Semester VI**

### **RESEARCH METHODOLOGY**

#### **Unit I: Research Methodology: An Introduction**

Meaning of Research – Objectives – Types of research – Criteria of good research.

#### **Unit II: Research Problem**

Research Problem – Sources of research problem – Selecting the problem – Research design.

#### **Unit III: Methods of Data Collections**

Primary data, secondary data, questionnaires – Collection of primary and secondary data.

#### **Unit IV: Analysis of Data**

Analysis – Types of analysis – Standard deviation, Correlation, Regression and Chi Square Test.

#### **Unit V: Report Writing**

Definition of report writing – Types of reports – Components of reports – Precautions.

#### **Text book:**

Research Methodology – C.R. Kothari – Wishwa Prakashan.



## **Semester VI**

### **MANAGEMENT OF BUSINESS PROCESS OUTSOURCING**

#### **Unit I**

Introduction to BPO – Benefits of BPO – BPO Models & Types of vendors – Introduction to offshore BPO – Evolution – Global ITES/ BPO scenario – offshore BPO destinations – Challenges of off shoring.

#### **Unit II**

Career opportunities in the BPO industry – Employment opportunities – Employee structure, skill set required – Compensation levels.

#### **Unit III**

Contact centre BPO – Types of call centers – Technical components and working of a call center – Issues and problems.

#### **Unit IV**

Health care BPO's – Transaction processing BPO – Human resources BPO.

#### **Unit V**

BPO companies of India – Other emerging BPO domains.

#### **Text book:**

BPO – An economic times CD on financial analysis, overview and trends profiles.

BPO by S. Kulkarni.

## **Semester VI**

### **MANAGEMENT CONTROL SYSTEMS**

#### **Unit I: Introduction**

Meaning of Management Control Systems – Process of Management Control Systems – Importance of Management Control Systems – Strategic Planning – Organization for Management Control Systems.

#### **Unit II: Responsibilities**

Responsibility Center, Profit Center, Cost Center, Investment Center and Responsibility Accounting.

#### **Unit III: Applications**

Applications of Management Control Systems in Distribution Management – Inventory – Production – Personnel Management.

#### **Unit IV: Tools**

Tools for Management Control System – Budgetary Control, Master Budget, Control Ratios and Standard Cost.

#### **Unit V: Audit**

Auditing – Operational Audit – Financial Audit – Difference between financial audit and management audit – Controlling of non value practices in organization.

#### **Text book:**

Robert J. Mockler: Readings in Management Control; D.B. Taraporvela Sons & Co. Pvt. Ltd.,

## **Semester VI**

### **PROJECT WORK AND VIVA VOCE**

Project work carries 150 marks for Project Work and 50 marks for Viva Voce.

**Max Marks: 200 Marks**

**Min Marks: 80 Marks**