

Module Title Principles of Management	Reference EN3801 SCQF SCQF Level 9 SCQF Points 15 ECTS Points 7.5 Created May 2002 Approved March 2004 Amended August 2011 Version No. 2
Keywords Quality, System of Profound Knowledge, Processes, Leadership, People Management, Variation, Theory of Knowledge.	

This Version is No Longer Current

The latest version of this module is available [here](#)

Prerequisites for Module

None.

Indicative Student Workload

	Full Time	Part Time
<i>Contact Hours</i>		
Assessment	16	16
Lectures	18	18
Tutorials/seminars	6	6

Corequisite Modules

None.

Directed Study

Precluded Modules

20 20

None.

Private Study

90 90

Aims of Module

To provide the student with the ability to understand the scientific principles underpinning the management of complex organisations.

Mode of Delivery

The module will be presented by lectures, exercises, and workshops.

Assessment Plan

Learning Outcomes for Module

Learning Outcomes Assessed

On completion of this module, students are expected to be able to:

1. Identify and discuss the need and role of a scientific approach to management.
2. Appreciate the relevance of the Theory of Profound Knowledge to management decision making.
3. Interpret control charts, appreciating the implications of the statistical results on management practice.
4. Comprehend the relationship and importance of leadership, management and the workforce to successful and consistent quality of product and service.
5. Appreciate the role of theory as the necessary base to support a learning organisation.

Indicative Module Content

The module will typically include the following topics:

Quality : What is quality?

What governs the production of a quality product? The impact on productivity.

Historical perspective on Japanese industrial success.

The influence of Deming.

Ideas : The distinctive message of the scientific

Component 1	1,2,3,4,5
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Component 1 is a comprehensive report, answering questions and addressing issues raised by the course.(100% weighting)

Indicative Bibliography

1. NEAVE H. R., 1998. The Deming Dimensions, Knoxville:SPC Press.
2. DEMING, W. E., 1996. The New Economics for Industry, Government and Education. 2nd ed. Cambridge:MIT CAES.

approach. Joiner's triangle.
Introduction to system
thinking and the System of
Profound Knowledge.
Experience and theories, and
the need for transformation.
Systems: How the aim defines
the system. The importance of
the links as well as the
processes within an
organisation. Presence of
variation as an infection. Run
charting. Special and common
cause identification and
appropriate responses. People:
The importance of intrinsic
and extrinsic motivation. The
need for leadership and
teamwork. The role of
co-operation and competition.
The effects of reward schemes
on motivation. Knowledge:
The need to learn individually
and as an organisation. The
PDSA cycle. Deming's 14
points.