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MODULE DESCRIPTOR

Module Title

Problem Solving

Reference	ENM300	Version	9
Created	February 2020	SCQF Level	SCQF 11
Approved	December 2007	SCQF Points	15
Amended	June 2020	ECTS Points	7.5

Aims of Module

Develop a working knowledge of AIM policies, processes, tools and techniques used to drive a high performing safe and sustainable business.

Learning Outcomes for Module

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

- 1 Identify the key elements and benefits of Asset Management (AM) and Asset Integrity Management (AIM).
- 2 Critically evaluate the AM and AIM activities of their own organisation in a transparent business context and benchmark performance against peers and/or organisational best practice.
- 3 Critically analyse strengths and weaknesses; then identify, prioritise and justify effective improvement paths.
- 4 Explain and effectively demonstrate the theories of selected key thinkers on human behaviour.
- 5 Consolidate effectively commonly used decision making tools and techniques.

Indicative Module Content

- BUSINESS & ORGANISATION Asset and Asset Integrity Management Scenarios Theories of Hamel and Porter Business models Mission, Vision and Goals Managing Performance Characteristics of Top Performers Benchmarking Business Process Analysis and Design Outsourcing - HUMAN FACTORS Theories of Maslow, McGregor, Herzberg, Adair, Covey & other thinkers Leadership Management of Change Communication Negotiation - TOOLS AND TECHNIQUES Balanced Scorecard Matrix techniques for prioritisation SWOT Decision making tools Flow Charts Problem Solving Root Cause Analysis (RCA) Systems Diagrams Tutor and student experiences, case studies and examples will be used to facilitate discussion groups and exercises.

Module Delivery

DISTANCE LEARNING: The module is delivered by online lectures, interactive forum discussions and directed self-study.

Indicative Student Workload

	Full Time	Part Time
Contact Hours	N/A	23
Non-Contact Hours	N/A	127
Placement/Work-Based Learning Experience [Notional] Hours	N/A	N/A
TOTAL	N/A	150
<i>Actual Placement hours for professional, statutory or regulatory body</i>		

ASSESSMENT PLAN

If a major/minor model is used and box is ticked, % weightings below are indicative only.

Component 1

Type:	Coursework	Weighting:	50%	Outcomes Assessed:	1, 2, 3
Description:	The coursework consists of a written report on a case study analysing each student's particular business and proposing an effective improvement path with a strategy for implementation of change.				

Component 2

Type:	Examination	Weighting:	50%	Outcomes Assessed:	4, 5
Description:	The examination is closed book.				

MODULE PERFORMANCE DESCRIPTOR**Explanatory Text**

In order to pass, students should achieve a mark of at least 40% in each component (which has a weighting of 30% or more) and an overall grade of D or greater.

Module Grade	Minimum Requirements to achieve Module Grade:
A	Greater than or equal to 70%
B	In the range 60% to 69%
C	In the range 55% to 59%
D	In the range 50% to 54%
E	In the range 40% to 49%
F	Less than 40%
NS	Non-submission of work by published deadline or non-attendance for examination

Module Requirements

Prerequisites for Module	Normally a UK honours degree, or equivalent, in Engineering or related discipline at class 2.2 or above and proficiency in English language for academic purposes (IELTS minimum score of 6.5 or equivalent).
Corequisites for module	None.
Precluded Modules	None.

INDICATIVE BIBLIOGRAPHY

- BRIDGES, W., 2009. Managing Transitions: Making the Most of Change. Perseus Publishing.(electronic resource)
- TEN HAVE, S et al 2003. Key Management Models. London: Prentice Hall. ISBN0-273-66201-5