



UNIVERSITY OF CALICUT

Abstract

Faculty of Commerce and Management Studies-Syllabus of Bachelor of Business Management in Retail Management (BBM-RM) for School of Distance Education-approved-implemented-orders issued.

G & A - IV - E

U.O.No. 3531/2014/CU

Dated, Calicut University.P.O, 07.04.2014

*Read:-*1. Item No.1 of the minutes of the meeting of the Board of Studies in Management Studies(UG) held on 07.11.2013.

2. Item No. II-1 of the minutes of the meeting of the Faculty of Commerce and Management Studies held on 28.11.2013.

3. Item. No. II.D of the minutes of the meeting of the Academic Council held on 20.03.2014.

ORDER

As per paper read as first above, the meeting of the Board of Studies in Management Studies (UG) held on 07.11.2013 has approved the syllabus of Bachelor of Business Management in Retail Management (BBM-RM) under School of Distance Education.

Vide paper read as second above, the meeting of the Faculty of Commerce and Management Studies held on 28.11.2013 endorsed item No.1 of the minutes of the meeting of the Board of Studies in Management Studies(UG) held on 07.11.2013.

The Academic Council vide item No. II.D of the minutes of its meeting held on 20.03.2014 has approved the minutes of the meeting of the Board of Studies and the Faculty read as first and second above.

Saction has therefore been accorded for implementing the syllabus of Bachelor of Business Management in Retail Management (BBM-RM) under School of Distance Education with effect from 2014-15 admission onwards.

Orders are issued accordingly. (Syllabus appended)

Muhammed S
Deputy Registrar

To

The Director, School of Distance Education

Copy to: PS to VC/EX Section/EGI Section/Tabulation Section/JCE/DR-B.Com/Digital wing for uploading the syllabus in the University Website.

Forwarded / By Order

Section Officer

UNIVERSITY OF CALICUT

REGULATIONS OF BACHELOR OF BUSINESS MANAGEMENT IN RETAIL MANAGEMENT (BBM – R M)

PROGRAMME UNDER DISTANCE EDUCATION UNDER CCSS MODE TO BE IMPLEMENTED WITH EFFECT FROM 2014 BY SCHOOL OF DISTANCE EDUCATION, UNIVERSITY OF CALICUT

1.0 Title of the programme

This DEGREE shall be called BACHELOR OF BUSINESS MANAGEMENT IN RETAIL MANAGEMENT (BBM - RM).

2.0 Eligibility for admission

Any candidate who has passed the Plus Two of the Higher Secondary Board of Kerala or Pre Degree of Calicut University or that of any other University or Board of Examinations in any state recognized as equivalent to the Plus Two of the Higher Secondary Board in Kerala, with not less than 50 % marks in aggregate, is eligible for admission. However, SC/ST, OBC, and other eligible communities shall be given relaxation as per University rules.

3.0 Medium of Instruction and examination

The medium of instruction and examination shall be English.

4.0 Courses of study:

Total number of courses for the whole BBA program is 30.

It is divided in to four groups namely-

1. Common courses
2. Core courses
3. Complementary courses and
4. Open courses

The Courses of study leading to the award of BBM – RM shall comprise the following:

5.0 Semester I

Course	Title	Contact hours	Credits
Common	BMI A01 Communication Skills in English	5	3
Common	BMI A02 Critical reasoning, writing and presentation	5	3
Common	BMI A06 History and Philosophy of Science	5	4
Core	BMI B01 Management Concepts and Business Ethics	5	4
Compl.	BMI C01 Business Economics	5	4

Semester II

Course	Title	Contact hours	Credits
Common	BMII A04 Readings on Indian constitution, Secularism and Sustainable Environment	5	4
Common	BMII A05 Literature and contemporary issues	5	4
Common	BMII A10 Culture and Civilisation	5	4
Core	BMII B02 Accounting for Retail Organisations	5	4
Compl.	BMII C02 IT for Business & Management	5	4

Semester III

Course	Title	Contact hours	Credits
Common	BMIII A11 Basic numerical skills	5	4
Common	BMIII A12 General Informatics	5	4
Core	BMIII B03 Retail Environment	5	4
Core	BMIII B04 Organizational Behavior	5	4
Compl.	BMIII C03 Quantitative Techniques for Business	5	4

Semester IV

Course	Title	Contact hours	Credits
Common	BMIV A13 Basics of Business & Management	5	4
Common	BMIV A14 Entrepreneurship Development	5	4
Core	BMIV B05 Marketing Management	5	4
Core	BMIV B06 Retail Operations, Systems & Inventory	5	4
Compl.	BMIV C04 Management Science	5	4

Semester V

Course	Title	Contact hours	Credits
Core	BMV B07 Accounting for management	5	4
Core	BMV B08 Business Research methods	5	4
Core	BMV B09 Emerging Trends in Management	2	2
Core	BMV B10 Course in Specialisation	5	4
Core	BMV B11 Course in Specialisation	5	4
Open.	BMV D01 Open Course (For students from other departments)	3	4

Semester VI

Course	Title	Contact hours	Credits
Core	BMV B10 Consumer Behaviour	5	4
Core	BMV B11 Human Resource Management	5	4
Core	BMVI B14 Course in Specialization	5	4
Core	BMVI B15 Course in Specialization	5	4
Core Project	BMVI B16 Three weeks project and viva voce	5	4

Core courses in the area of Specialization:

A. Finance

1. Indian Financial System
2. Investment Management
3. Income Tax
4. Working Capital Management

B. Marketing

1. Services Management
2. E-Commerce
3. Merchandise Management
4. Corporate Social Responsibility

C. Retail Management

1. Customer Relationship Management
2. Retail Advertising and Promotion
3. Retail Supply Chain Management
4. Fashion Merchandising

D. Human Resource management

1. Human Resource Planning and Development
2. Performance Management
3. Industrial Relations
4. Management training and development

6.0 Schedule and Hours of Lecture

6.1 Duration of the programme

The programme shall have six semesters. Each semester shall consist of 16 weeks. Instruction and University examinations in each course in a semester shall be completed within 90 days in a semester.

6.2 Contact Lecture Hours

University shall arrange contact classes at notified centres on week end holidays and other public holidays.

7.0 Attendance

A student shall attend at least a minimum of 75 % of the number of contact classes actually conducted in a semester to be eligible for appearing for university examination of that semester.

Course wise minimum attendance for the contact classes will not be insisted. If the student has shortage of attendance in a semester, he or she shall not be allowed to appear for examination of that semester. However, the University may condone shortage up to 10 % of the maximum number of contact hours per semester. If the candidate has shortage more than this limit he/she has to compensate the shortage of attendance of that semester along with the next batch and appear for the university examination of that semester.

8.0 External Examination

The University shall conduct semester examinations as specified in the common regulations for CCSS UG 2009. The duration of examination shall be three hours for each course. Provisions of clause 9.3, 9.4 and 9.5 of the common regulation for CCSS UG 2009 will be applicable for external examinations.

9.0 Project Report

9.1 During the sixth semester the candidate shall do a project for a business organization.

9.2 The candidate shall prepare and submit a project report to the School of Distance Education.

9.3 The report shall be printed and spiral bound with not less than 50 A4 size pages.

9.4 The project report should be submitted to the Director, School of Distance Education one month before the last working day of the sixth semester.

9.5 Project work shall have the following stages

- Project proposal presentation
- Field work and data analysis
- Report writing
- Draft project report presentation
- Final project report submission

9.6 Group projects shall not be done. The project should be done individually. The project guidance can be done by regular teachers of aided/ government colleges included in the panel maintained by School of Distance Education, University of Calicut.

9.7 The candidate shall prepare at least two copies of the report: one copy for submission to the School of Distance Education and one copy for the student which he/she has to bring with him/her at the time of viva voce. More copies may be prepared If the organization or the guide or both ask for one copy each.

9.8 Duration of project work

The duration for project work is 3 weeks.

9.9 A certificate showing the duration of the project work shall be obtained from the organization for which the project work was done and it shall be included in the project report.

9.10 Structure of the report

Title page

Certificate from the organization (for having done the project work)

Certificate from guide

Acknowledgements

Contents

Chapter I: Introduction (Organization profile, Research problem, Objectives of the study, Research methodology etc.)

Chapter II Review of literature / Theoretical framework

Chapters III and IV: Data Analysis (2 or 3 chapters)

Chapter V: Summary, Findings and Recommendations.

Appendix (Questionnaire, Specimen copies of forms, other exhibits etc.)

Bibliography (books, journal articles etc. used for the project work).

9.11 Evaluation of project report

The project report shall be subject to double evaluation:

9.12 The candidate should get a minimum of D grade for project report for a pass.

9.13 If the candidate fails to get a minimum D grade in project report, he or she shall resubmit the project report after modifying it on the basis of the recommendations of the examiners.

10.0 Viva Voce

10.1 At the end of sixth semester candidate shall attend a comprehensive viva voce.

10.2 The candidate should get a minimum D grade in the viva voce for a pass in viva voce examination and an aggregate D grade in the core project course. If the candidate fails to get D grade in project / Viva he/she has to reappear for that part only.

11.0 Requirement for passing the course: For passing the BBM - RM degree program the student shall be required to achieve a minimum of 120 credits of which 38 credits shall be from common courses, 62 credits from courses, 16 credits from complementary courses and 4 credits from open courses.

12.0 In all other matters regarding the conduct of BBM -RM program which are not specified in this regulation, the common regulation CUCCSS UG 2009 will be applicable.

UNIVERSITY OF CALICUT
BACHELOR OF BUSINESS MANAGEMENT IN RETAIL MANAGEMENT
CORE COURSES

BMI B01 MANAGEMENT CONCEPTS AND BUSINESS ETHICS

Time: 5 Hours per week Credits: 4

Course objectives:

- To understand the process of business management and its functions
- To familiarize the students with current management practices.
- To understand the importance of ethics in business, and
- To acquire knowledge and capability to develop ethical practices for effective management.

Module I

Nature and scope of Management; evolution of management- Schools of management thought; F.W.Taylor and Henry Fayol; principles of management; management as a science and an art; management process.

Module II

Functions of management- planning: types of plan; planning process; organizing: span of control , line and staff functions ; centralization and decentralization; delegation; staffing: manpower planning, recruitment, selection and placemen; directing: principles of direction; coordinating, and controlling.

Module III

Manager vs leader; leadership and motivation; leadership styles; theories of motivation. MBO; Management of performance; Understanding and managing group processes; characteristics of work group, work group behaviour and productivity; team creation and management;

Module 1V

Ethics, culture and values: Importance of culture in organisations; Indian ethos and value systems; Model of management in the Indian socio political environment; Work ethos; Indian heritage in production and consumption.

Module V

Business ethics: Relevance of values in Management; Holistic approach for managers in decision-making; Ethical Management: Role of organisational culture in ethics; structure of ethics management; Ethics Committee.

Books:

1. Boatright, John R: Ethics and the Conduct of Business, Pearson Education, New Delhi 2005.
2. Sathish Modh: Ethical Management: Macmillan.
- 3 Koontz, H and Wechrick, H: Management, McGraw Hill Inc, New York,1995.
- 4 Drucker, Peter, F: Management: Tasks, Responsibilities and Practices, Allied Publishers, New Delhi 2004.
5. Principles of management By L.N Prasad.
6. Management Process by R.S Davar

BACHELOR OF BUSINESS MANAGEMENT IN RETAIL MANAGEMENT
BMII B02 ACCOUNTING FOR RETAIL ORGANISATIONS

Time: 5 Hours per week Credits: 4

Objectives:

- To enable the students to acquire knowledge of the financial accounting principles and practices
- To equip the students with skills for recording various kinds of business transactions
- To familiarize the students with the techniques of preparing financial statements

Module I

Accounting concepts-principles-kinds of accounts- journal, ledger, subsidiary books- purchase books, sales returns books, cash book-trial balance

Module II

Bank reconciliation-bill and exchange

Module III

Depreciation-methods-rectification of errors

Module IV

Manufacturing, trading, profit and loss account-balance sheet

Module V

Retail accounting-inventory valuation-cost and retail methods of accounting-merchandise forecasting and budgeting-sales forecasting

Reference Books:

1. S P Jain and Narang- Financial Accounting, Sultan Chand and sons, 2005
2. S.S.Ganesan- Financial Accounting, Kalyani publications,2006
3. K.L.Nagarajan, N.Vinayakam, P.L.Mani, Principles of Accountancy, Eurasia Publishing House(p)Ltd,2006
4. Gibson G Vedamani- Retail management-functional principles and Practice, Jaico Publishing House, Second edition,2004

**BACHELOR OF BUSINESS MANAGEMENT IN RETAIL MANAGEMENT
BMIII B03 RETAIL ENVIRONMENT**

Time: 5 Hours per week Credits: 4

Objectives:

To enable the students to learn the basics of retailing, trends in retailing, evolution of retailing and global retail markets.

Contents:-**Module I**

Retail: Meaning – Functions and special characteristics of a Retailer – Reasons for studying. Retailing – Marketing-Retailer Equation – Marketing concepts applied to retailing – Retailing as a career – Trends in Retailing.

Module II

Retail Model and Theories of Retail Development – Life cycle and phase in growth of retail markets – Business models in retail – other Retail models.

Module III

Strategic Planning in Retailing: Situation Analysis – Objectives – Need for identifying consumer needs – Overall strategy, feedback and control – consumer decision-making process.

Module IV

Retail in India: Evolution and Size of retail in India – Drivers of retail change in India – Foreign Direct Investment in retail – Challenges to retail developments in India.

Module V

Global retail markets: Strategic planning process for global retailing – Challenges facing

global retailers – Challenges and Threats in global retailing – Factors affecting the success of a global retailing strategy – U.S. retailers and foreign markets – Foreign retailers and U.S.markets.

REFERENCE BOOKS:

Swapna Pradhan – Retailing Management – Text and Cases, Tata McGraw Hill – 2nd edition, 2004
Barry Berman and Joel R Evans – Retailing Management – A Strategic Approach, Prentice Hall of India, 8th Edition, 2002.
James R. Ogden, Denise Ogden – Integrated, Retail Management – Biztantra 2005
Gibson G Vedamani – Retail Management – Functional Principles and Prectice, Jaico Publishing House, Second edition, 2004.

BACHELOR OF BUSINESS MANAGEMENT IN RETAIL MANAGEMENT BMIII B04 ORGANISATIONAL BEHAVIOR

Time: 5 Hours per week Credits: 4

Objectives:

- To familiarize the students with the basic concepts of the organizational behavior and to enhance their understanding of the interaction between the individuals and the organizations.

Module I

Organizational behavior—concepts, meaning, nature, scope features of OB.OB and other disciplines 10Hours

Module II

Individual behavior—basic psychological process—personality, determinants of personality—personality traits—perception, factors affecting perception—learning, theories of learning—social learning. Motivation—theories of motivation (Maslow's, Hertzberg, Mc Greger, X and Y theory) financial and non financial motivation. 20 Hours

Module III

Group—concept of group dynamics—features of group—types of group behavior—formal and informal group behavior—stages of group development— group moral—group norms—group cohesiveness. 15 hours

Module IV

Leaderships- types—theories of leadership (Trait theory, Michigan studies and Fiedler's contingency model) modern approach to leadership theories—leadership styles. 15 Hours

Module V

Stress management—meaning, types of stress—consequences of work stress—causes of stress—Conflict, types of conflicts, conflict resolution— Organisational development—meaning, need, benefits and limitations of OD—steps in OD. Organizational changes. 12 Hours

References:

1. Fred Luthans: Organisational behavior
2. Danial C. Fieldman and Hugh Arnold: Managing individual and group behavior in organization
3. Henry Mintzberg: The structure of organization
4. Edwin Gerlof: Organization theory and design
- 5 Robin. S. P: Organizational behavior
6. Aswathappa: Organizational Behavior

Core course
BACHELOR OF BUSINESS MANAGEMENT IN RETAIL MANAGEMENT
BMIVB05 MARKETING MANAGEMENT

Time: 5 Hours per week Credits: 4

Objectives:

- To acquaint the students with the marketing principles and practices, and,
- To understand the process of marketing in a business firm.

Module I

Marketing: nature and scope of marketing; marketing concepts- traditional and modern; selling and marketing; marketing mix; marketing environment; service marketing- characteristics of service.
10 Hours

Module II

Consumer behavior and market segmentation: nature, scope and significance of consumer behavior; market segmentation- concept and importance; bases for market segmentation.
15 Hours

Module III

Product: concept of product; consumer and industrial goods; product planning and development; packaging- role and functions; branding: brand name and trade mark; product life cycle; after sales service.

Price: importance of price in marketing mix; factors affecting price; discounts and rebates; pricing strategies.

Promotion: promotion mix; methods of promotion; advertising; personal selling; selling as a career; functions of a salesman; characteristics of a good salesman; approach and presentation to a customer; objection handling; closing sale and follow up; publicity and public relations.

Distribution: physical distribution; channels of distribution-concept and role; types of channels; factors affecting choice of a particular channel; physical distribution of goods; transportation-modes; retail formats- supermarkets, hyper markets, chain stores, department stores, discount stores, margin free markets, electronic retailing.
25 Hours

Module IV

Advertising: functions of advertising; advertising media; different types of media; relative merits and demerits; characteristics of effective advertisement; measuring media effectiveness; media planning and scheduling; Legal and ethical aspects of advertising.
12 Hours

Module V

Sales promotion: meaning, nature and functions; limitations of sales promotion; sales promotion schemes: sample; coupon; price off; premium plan; consumer contests and sweep stakes; POP displays; demonstration; trade fairs and exhibitions; sales promotion techniques and sales force.
10 Hours

References:

1. Kotler, Philip: Marketing Management; Prentice Hall, New Jersey.
2. Condif E.W. and Still, R.R., Basic Marketing Concepts, Decisions and Strategy; Prentice Hall of India, New Delhi.
3. Stanton W.J., Etzel Michael J and Walter Bruce J; Fundamentals of Marketing; McGraw Hill, New York.
4. Rorsiter Johan R, Percy Larry: Advertising and Promotion Management; McGraw Hill, New York
5. Aaker, David and Myers Johan G, et. al,: Advertising Management; Prentice Hall of India;

New Delhi.

Core course
BACHELOR OF BUSINESS MANAGEMENT IN RETAIL MANAGEMENT
BMIV B06 RETAIL OPERATIONS, SYSTEMS AND INVENTORY

Time: 5 Hours per week Credits: 4

Objectives:

- To familiarize the students with the concepts and practices of retail operations
- To learn about the decisions on inventory management in a business firm.

Contents

Module I

Choosing a Store Location: Importance of location to a retailer – Trading Area Analysis
“Regional Analysis” – Characteristics of the trading areas

Module II

Site selection: Actual site analysis and selection – Choice of a general location – characteristics of the available site – Retail store layout – the circulation plan – space mix and effective retail space management – Floor space management

Module III

Operations Management: Operating a retail business – operations Blueprint – store maintenance, Energy management and renovations – Inventory management – store security – Insurance – Credit management – Computerisation – Outsourcing – Crisis Management

Module IV

Evaluating a retail operation: Store operating parameters – Using the strategic resource model in retailing – designing a performance programme

Module V

Retail Inventory: Inventory Planning – Return on inventory investments and stock turnover – Inventory Management – Physical and perpetual inventory systems – retail method of inventory valuation.

Text Book:

James R Ogden and Denise T Ogden – Integrated Retail Management, Biztantra, 2005

Reference Book:

1. Barry Berman and Joel R Evans – Retail Management – A strategic Approach, Prentice Hall of India, Tenth edition, 2006.
2. Gibson G Vedamani – Retail Management – Functional Principles and Practice, Jaico Publishing House, Second edition. 2004
3. Swapna Pradhan – Retailing Management : Text and Cases – Tata McGraw Hill Publishing Company Ltd., 2004

Core course
BACHELOR OF BUSINESS MANAGEMENT IN RETAIL MANAGEMENT
BMV B07 ACCOUNTING FOR MANAGEMENT

Time: 5 Hours per week Credits: 4

Objectives:

- To enable the students to understand the concept and relevance of management Accounting
- To provide the students an understanding about the use of accounting and costing data for planning, control and decision taking.

Module I

Management Accounting –Nature and Scope – Difference between Cost Accounting, Financial Accounting and Management accounting – Recent Trends in Management Reporting. 05 Hours

Module II

Analysis and Interpretation of financial Statement: - Meaning- Types and Methods of Financial Analysis – Comparative statements – Trend Analysis – Common size statements (a general discussion only). Ratio Analysis: - Meaning –Nature – uses and limitations of Ratios –liquidity, profitability, Turnover ,Solvency, Leverage, Market test ratios – Constructions of Financial Statements from ratios –Judgment of financial stability through ratios –(Stress to be given to problem solving and interpretation skills) 25 Hours

Module III

Fund Flow and Cash Flow Analysis:

- a. Fund Flow Statements : Meaning and concept of fund – Current and Non- Current Accounts – Flow of Fund –Preparation of Fund flow statements – uses and significance
- b. Cash Flow Statement : Difference between fund flow statement and cash flow statements – Preparation of cash flow statements as per AS-3 Norms – Direct and Indirect methods.(Stress to be given to problems) 20 Hours

Module IV

Managerial decision making with the help of C.V.P. Analysis : Marginal Costing- Fixed Cost, Variable Cost, Contribution, P/V ratio, Break Even Analysis – Algebraic and Graphic presentation – Decision making: Fixation of Selling Price – Exploring new markets – make or buy-key factor – Product Mix – Operate or Shutdown 20 Hours

Module V

Responsibility Accounting –Concept – Significance – Responsibility centers- Activity Based Costing – (General outline only) 05 Hours
(Theory and problems may be in the ratio of 40% and 60% respectively)

Reference Books:

1. Dr. S.N. Maheswari: Management Accounting
2. Sexana: Management Accounting
3. Made Gowda: Management Accounting
4. Dr. S.N. Goyal and Manmohan: Management Accounting
5. B.S. Raman: Management Accounting
6. R.S.N. Pillai and Bagavathi: Management Accounting
7. Sharma and Gupta: Management Accounting
8. J. Batty: Management Accounting
9. Foster: Financial Statement Analysis, Pearson Education.
10. PN Reddy & Appanaiah: Essentials of Management Accounting.

Core course

BACHELOR OF BUSINESS MANAGEMENT IN RETAIL MANAGEMENT BMV B08 BUSINESS RESEARCH METHODS

Time: 5 Hours per week Credits: 4

Objectives:

- To enable students for acquiring basic knowledge in business research methods and to develop basic skills in them to conduct survey researches and case studies

Module I

Business research – meaning and definition – features of business research – theory building- induction and deduction theory – concept – operational definition – variable – proposition – hypothesis – types of business research – basic and applied, exploratory, descriptive and causal – phases of business research. 10 Hours

Module II

Exploratory research – objectives – methods – experience survey – secondary data analysis – case study – pilot study by focus group interview – process of problem definition – understanding background of the problem - determination of unit of analysis – determine the relevant variables and state the research questions – hypothesis and research objectives.

10 Hours

Module III

Meaning of research design – methods of descriptive and causal research – survey – experiments – secondary data studies and observation – sampling design – simple random sampling – restricted random sampling – stratified, cluster and systematic - nonrandom sampling – convenient and judgment sampling – sampling error and non sampling error.

10 Hours

Module IV

Measurement and scaling – nominal - ordinal – interval and ratio scale – criteria for good measurement – reliability and validity – designing questionnaire – means of survey data collection – personal interview – telephonic, mail and internet.

10 Hours

Module V

A. Data processing – processing stages – editing – coding and data entry – descriptive analysis under different types of measurements – percentages frequency table – contingency table –graphs – measures of central tendency and index number – interpretation.

B. Preparation of research report – format – report writing stages – gathering material and data - make overall format - make detailed outline – write first draft - rewrite – final word processing and publishing.

20 Hours

Reference Books:

1. Donald R.Cooper and Pamela S. Schindler: Business Research Methods, Latest edition, Irwin McGraw-HILL International Editions, New Delhi.
2. John Adams, Hafiz T.A. Khan Robert Raeside, David white: Research Methods for graduate business and social science students, Response Books, New Delhi – 110044.
3. Neresh K. Malhotra: Marketing research, latest edition, Pearson Education.
4. William G. Zikmund, Business research methods, Thomson
5. Wilkinson T.S. and Bhandarkar P.L.: Methodology and Techniques of social research, Himalaya.
6. S N Murthy & U Bhojanna: Business Research Methods, Excel Books, New Delhi.
7. Jan Brace: Questionnaire design. Kogan Page India
8. Michael V.P., Research Methodology in Management, Himalaya.
9. Dipak Kumar Bhattacharyya, Research Methodology, Excel Books, New Delhi.
10. R. Paneerselvan: Research Methodology, Prentice-Hall of India
11. Ajai S Gaur & Sanjaya S Gaur: Statistical Methods for Practice & Research, Response Books, New Delhi.
12. Kultar Singh: Quantitative Social Research Methods, Response Books, New Delhi.

Core course

BACHELOR OF BUSINESS MANAGEMENT IN RETAIL MANAGEMENT BMV B10 EMERGING TRENDS IN MANAGEMENT

Time: 2 Hours per week Credits: 2

Objectives:

- To Impart knowledge about the emerging trends of new management concepts, and
- To provide knowledge about the significance of the integration of information technology as the platform for the application of various management concepts

Module I

Supply Chain Management : Meaning and definition components/ participants of SC- concept of SCM- Objectives of SCM- SCM process : Customer relationship management, customer service management, demand management, customer order fulfillment, manufacturing flow management , Procurement management/supplier relationship management, product development

& Commercialization, returns management – Factors driving the evolution of SCM – objectives of SCM – supply chain planning. (15 hours)

Module II

Logistics Management : Meaning and definition – significant of logistics – business logistics- concepts of logistics management – objectives of logistics management – elements of logistics management – logistics management v/s supply chain management – integrated logistics- operating of objectives of integrated logistics: (10 hours)

Module III

Total Quality Management : Quality – Meaning & Definition – Quality education – Efficiency v/ s effectiveness – drivers of quality – quality management – internal & external customers- vision statement – Mission statement – objectives of TQM – Targets – Action Plans – Principles of QM – Total quality management : Evolution , Definition – Preparing for TQM – Stages in TQM implementation – TQM models – TQM planning – TQM software. (10 hours)

Core course

BACHELOR OF BUSINESS MANAGEMENT IN RETAIL MANAGEMENT BMV B09 CONSUMER BEHAVIOUR

Time: 5 Hours per week Credits: 4

Objectives:

- To understand the basics of consumer decision-making processes, and,
- To understand the information needs for helping the consumer in decision making.

Module I

Consumer behaviour – concepts; nature, scope and applications of consumer behaviour; Consumer behaviour and marketing strategy; profiling consumers and their needs; Market segmentation and consumer research; psychographics and lifestyle; Consumer behaviour audit.

Module II

Consumer involvement and decision-making; Consumer decision-making process; Information search process; Evaluative criteria and decision rules.

Module III

Individual influences on buying behaviour; Consumer as an individual; Theories of personality; personality and market segmentation; consumer perception; consumer needs and motivation. Personal influences and attitude formation. Learning and consumer involvement; Communication and consumer behaviour. Reference group influence in buying decisions; opinion leadership. Family life cycle and decision-making; Social class concept and measurement

Module IV

The buying process: problem recognition and information search behaviour; information processing; alternative evaluation; Purchase process and post purchase behaviour

Module V

Culture and Consumer behaviour: Core culture and sub cultures. Role of culture in consumer buying behaviour. Profile of Indian consumers; Behavioural patterns of Indian consumers; Problems faced by Indian consumers; Consumer protection in India;

References:

1. Hawkins, Best and Coney: Consumer Behaviour, Tata McGraw Hill, New Delhi 2004.
2. Schiffman, L.G. and Kanuk, L.L.: Consumer Behaviour, Prentice Hall of India, New Delhi 1994.
3. Laudon, David L and Bitta Albert J Della: Consumer Behaviour, Tata McGraw Hill, New Delhi 2005.
4. Mowen, John C: Consumer Behaviour, Macmillan, New York 1993.

5. Assael, H: Consumer Behaviour and Marketing Action, South Western, Ohio 1995.

**BACHELOR OF BUSINESS MANAGEMENT IN RETAIL MANAGEMENT
BMV B11 HUMAN RESOURCES MANAGEMENT**

Time: 5 Hours per week Credits: 4

Objectives:

- To give a conceptual understanding of human resource practices in organizations.

Module I

Introduction to Human Resource Management—Importance--scope and objectives of HRM. Evolution of the concept of HRM- Approaches to HRM- Personal management Vs Human Resource Management-HRM and competitive advantage- Traditional Vs Strategic human resource management. 15 Hours

Module II

Human resource planning, Recruitment and selection—Job analysis---process of job analysis-job discretion- job specification-- methods of job analysis-- Conventional Vs strategic planning—job evaluation—Recruitment--source of recruitment-methods.. 15 Hours

Module III

Placement, Induction and Internal mobility of human resource. Training of employees—need for training-objectives- approaches --methods-training environment- areas of training- Training evaluation. 12 Hours

Module IV

Performance appraisal and career planning. Need and importance- objectives process- methods and problems of performance appraisal- . Concept of career planning –features- methods –uses career development. 10 Hours

Module V

Compensation management and grievance redressal. Compensation planning objectives- Wage systems- factors influencing wage system-. Grievance redressal procedure- discipline- approaches-punishment-essentials of a good discipline system. Labor participation in management. 20 Hours

References:

1. Human Resource Management- Text and Cases-- VSP Rao
2. Human Resource Management—Snell, Bohlander
3. Personal Management and Human Resources—Venkata Ratnam .Srivasthava.
4. A Hand Book of Personnel Management Practice—Dale Yolder.

Finance specialization

**BACHELOR OF BUSINESS MANAGEMENT IN RETAIL MANAGEMENT
BMVI B12 INDIAN FINANCIAL SYSTEM**

Time: 5 Hours per week Credits: 4

Objectives:

- To give a detailed idea about the Indian financial system and its broad components.

Module I

Indian financial system – an overview. Money market – call money market – commercial paper market – commercial bill market – certificates of deposits – treasury bill market – gilt edged securities market. Capital market – an overview - capital market instruments - capital market reforms –primary markets – methods of raising funds from primary market- public issue – emerging trends.

Module II

Financial services- nature – characteristics – role of financial services in economic development – relevance of the study of financial services – factors influencing the growth and development of financial services industry – types of financial services

Module III

Merchant banking – historical perspective – nature of services provided by Merchant bankers – structure of merchant banking firm – setting up and managing a merchant bank – SEBI regulations on merchant banks – under writing – stock broking – depositories – tax planning services – portfolio management services – factoring services and practices – card business – credit cards and debit cards.

Module IV

Credit rating: approaches and process of rating – credit rating agencies – CRISIL and ICRA, CARE ratings for financial instruments – methodology of rating. Leasing: concepts and classification of leasing – present legislative frame work of leasing

Module V

Stock exchange business and practices – insurance – role of insurance in financial frame work – general insurance – life insurance – marine insurance and others.

References

- 1 L.M. Bhole: Financial Institutions and Market
- 2 I. Friend M Blume, J Crocket: Mutual Funds and other Institutional Investors
- 3 N.J.Yasaswy: Personal Investment and Tax Planning
- 4 Julia Holyoake, William Weipers: Insurance 4th edition
- 5 M.Y.Khan: Financial Services
- 6 Sriam. K: Hand book of leasing, Hire purchase and Factoring.
- 7 Bhatt. R.S : Financial system for economic development

Finance specialization

BACHELOR OF BUSINESS MANAGEMENT IN RETAIL MANAGEMENT

BMVI B13 INVESTMENT MANAGEMENT

Time: 5 Hours per week Credits: 4

Objectives:

- To give an overall idea about different investment avenues available in financial markets and prepare them with basic skills and knowledge to manage investment.

Module I

Investment, meaning- investment and speculation- investment objectives process- avenues- financial and non financial investment. Corporate investment-return and risk—systematic and unsystematic risks- measurement of risk-Approaches to investment analysis—fundamental analysis—technical analysis—modern portfolio theory (Basic knowledge only expected)

15 hours

Module II

Money market –meaning, objectives, structure and functions—money market instruments-treasury bills, commercial papers, certificate of deposits and interbank participation certificates.

12 Hours

Module III

Capital market—meaning, structure and functions—money market Vs capital market—capital market instruments—shares, debentures and bonds.—stock exchanges—role and functions—NSE and OTCEI—trading mechanism—online trading—script less trading and depository system—SEBI, role and functions.

20 Hours

Module IV

Mutual funds—meaning and definition—history and need—classification of mutual funds—capital market and money market MF—benefits and limitations of MF investment—MF in India.

10 Hours

Module V

Derivatives—concepts and meaning, features, classification of derivatives— options and features—kinds of options and features—index and currency feature. (General idea is only expected)
10 Hours

References:

1. Donald E. Fisher and Ronald J. Jordan, “Securities Analysis and Portfolio Management”, Prentice Hall, New Delhi.
2. S. Kevin: Security analysis and portfolio Management
3. Sourain, Harry, “Investment Management”, Prentice Hall of India.
4. Francis and Archer, “Portfolio Management ”, Prentice Hall of India.
5. Gupta L.C.: Stock Exchange Trading in India; Society for Capital Market Research and Development, Delhi.
6. Machi Raju, H.R.: Working of Stock Exchanges in India, Wiley Eastern Ltd, New Delhi.

Finance Specialization BACHELOR OF BUSINESS MANAGEMENT IN RETAIL MANAGEMENT BMVI B14 INCOME TAX

Time: 5 Hours per week Credits: 4

Objectives:

- To impart basic knowledge and equip students with application of principles and provisions Income-tax Act, 1961 amended up-to-date

Module I

Basic concept: Income - agricultural income – person – assessee – assessment year - previous year - gross total income - total income - maximum marginal rate of tax -Residential status - Scope of total income on the basis of residential status - Exempted income under section 10.

10 Hours

Module II

Computation of income under different heads: Salaries – Allowances – Perquisites – Profit in lieu of salary – Gratuity – Pension - Income from house property: Annual Value of House property – Computation under different circumstances – Deduction from annual value.

20 Hours

Module III

Profits and gains of business or profession: Definition - Computation – Allowable expenses and not allowable expenses – General deductions – Provisions relating to Depreciation. 10 Hours

Module IV

Capital gains: Definition of Capital Assets – Long term and Short term – Transfers – Cost of acquisition – Cost of improvement – Exempted Capital gains. Income from other sources: Definition - Computation – Grossing up – Deductions and other relevant provisions. 10 Hours

Module V

Total income and tax computation: Income of other persons included in assessee’s total income - Aggregation of income and set-off and carry forward of losses - Deductions from gross total income - Rebates and reliefs - Computation of total income of individuals and firms - Tax liability of an individual and firm.

15 Hours

Note: The applicability of law for the purpose of examination would be the law in force as on 31st March immediately preceding the academic year.

References:

1. Dr. Vinod K. Singhania : Direct Taxes – Law and Practice, Taxman publication.
2. B.B. Lal : Direct Taxes, Konark Publisher (P) Ltd.

3. Bhagwathi Prasad : Direct Taxes – Law and Practice, Wishwa Prakashana.
4. Dr. Mehrotra and Dr. Goyal : Direct Taxes – Law and Practice, Sahitya Bhavan Publication.
5. Dinakar Pagare : Law and Practice of Income Tax, Sultan Chand and sons.
6. Gaur & Narang : Income Tax.

Finance Specialization
BACHELOR OF BUSINESS MANAGEMENT IN RETAIL MANAGEMENT
BMVI B15 Working Capital Management

Time: 5 Hours per week Credits: 4

Objectives:

- To understand the need for and importance of adequate working capital, and,
- To gain in-depth knowledge to manage working capital of SMEs.

Module I

Working capital: Concepts, Need for and components of working capital; Kinds of working capital; Determinants of working capital; Estimation of working capital requirements.

Module II

Working capital cycle; Working capital theories and approaches; Determining the financial mix; Financing of working capital; Sources of working capital.

Module III

Cash management- facets of cash management; Cash conservation; Cash forecasting and budgeting; Managing cash flows; methods of accelerating cash flows; Methods of slowing cash outflows; Cash management models- Baumol Model, Beranetk Model, Miller-Orr Model, Stone Model; Determining optimum cash balances; Investment in marketable securities; Types of marketable securities and criteria for selection of securities for short term investment.

Module IV

Receivables management: Determining appropriate receivable policy; Credit selection models; Formulation of suitable credit and collection policies; Collection techniques.

Module V

Inventory management: Need, objectives and techniques of inventory management. Determining optimum order quantity- EOQ approach; Safety stocks, Selective inventory controls; Role of Finance Manager in inventory management. Valuation of inventory.

References:

1. Bhalla, V.K.: Working Capital Management: Text and Cases, Anmol, Delhi 2001.
2. Chandra, Prasanna: Financial Management, Tata McGraw Hill, New Delhi 2005.
3. Scherr, F.C.: Modern Working Capital Management, Prentice Hall, 1989.
4. Hampton, J.J. and C.L.Wagner: Working Capital Management, John Wiley & Sons, 1989.

Marketing specialization
BACHELOR OF BUSINESS MANAGEMENT IN RETAIL MANAGEMENT
BMVI B12 SERVICES MANAGEMENT

Time: 5 Hours per week Credits: 4

Objective :

- To familiarize the students with role of different prominent services in India and prepare them with basic skills to manage.

Module I

Services :- concept-definition-features-Growth of service sector; Role of services in economy- Classification of services- service triangle- Marketing of services- Internal and external marketing- Customer involvement in service Processes; Customer behavior in service settings.

(10 hours)

Module II

Service market segmentation; principles, bases- service marketing mix; four Ps and expanded Ps ; methods of developing CR- building customer loyalty. (10 hours)

Module III

Tourism management : Evolution of tourism – concept characteristics- components- economic, social, cultural, political and environmental impacts of tourism – Role of travel agencies and tour operators- Role of airways, railways, cruises and road transport in the development of tourism – Tourism guidance – tourist accommodation and hospitality – different types of hotels- tourism in India; growth potentials in different areas – major tourist attractions. (15 hours)

Module IV

Banking and insurance management – Banking -concept- services; traditional and new generation – universal banking- bank assurance- offshore banking- banking- retail banking- A brief insight into the current Indian banking scenario; emerging issues in Indian banking; (15 hours)

Module V

Concept of Insurance- types of insurances; Life insurance and General insurance; Marine, Fire, Personal accident and health insurance policies – insurance business in India – IRDA – major private and public sector organisations in Indian insurance business. (7 hours)

Module VI

Services in organized retailing – Health care industry in India; Marketing E- services; Business process outsourcing (BPO); medical transcription , knowledge process outsourcing (K PO) E – learning (Indian context); (15 hours)

References:

- 1) Rampal. M.K & Gupta S. L , Service marketing , Galgotia Publishing, NewDelhi.
- 2) Kraitain Anderson & Carol Kerr, Customer relationship management , Tata McGraw Hill, New Delhi.
- 3) Bhattacharjee , service sector management , Jaico publishing, Mumbai .
- 4) Lovelock, Christopher ; Services marketing- people, Technology, strategy ; Pearson. Education Asia, Delhi; First Indian Reprint, 2001.
- 5) Bhatia A.K International Tourism , Sterling publishers New Delhi
- 6) Jha S. M, tourism marketing, Himalaya, Publishers, Mumbai.
- 7) Sethi & Bhatia , Elements of banking and insurance PHI learning Pvt Ltd. New Delhi.
- 8) Sreenivasan – Service marketing PHI learning Pvt. Ltd.

Marketing specialization

BACHELOR OF BUSINESS MANAGEMENT IN RETAIL MANAGEMENT BMVI B13 E- COMMERCE

Time: 5 Hours per week Credits: 4

Objectives:

- To understand the importance of database systems for business management, and,
- To gain a practical orientation to database development and maintenance.

Module I

Introduction to E- commerce : Meaning and concept – E- commerce v/s Traditional Commerce- E- Business & E- Commerce – History of E- Commerce – EDI – Importance , features & benefits of E- Commerce – Impacts, Challenges & Limitations of E- Commerce – Supply chain management & E – Commerce – E – Commerce infrastructure. (15 hours)

Module II

Business models of E – Commerce : Business to Business – Business to customers – customers to customers - Business to Government – Business to employee – E – Commerce strategy – Influencing factors of successful E- Commerce. (10 hours)

Module III

Marketing strategies & E – Commerce : Website – components of website – Concept & Designing website for E- Commerce – Corporate Website – Portal – Search Engine – Internet Advertising – Emergence of the internet as a competitive advertising media- Models of internet advertising – Weakness in Internet advertising – Mobile Commerce. (15 hours)

Module IV

Electronic Payment system : Introduction – Online payment systems – prepaid and postpaid payment systems – e- cash, e- cheque, Smart Card, Credit Card , Debit Card, Electronic purse – Security issues on electronic payment system – Solutions to security issues – Biometrics – Types of biometrics. (15 hours)

Module V

Legal and ethical issues in E- Commerce : Security issues in ECommerce- Regulatory frame work of E- commerce, Cyber Laws – Information Technology Act 2000 – Digital signature – digital certificate – encryption – decryption – Public key & private key. (10 hours)

References:

1. Turban, Efraim, David King et. el.: Electronic Commerce: A Managerial Perspective, Pearson Education Asia, Delhi 2002.
2. Kalakota, Ravi: Frontiers of Electronic Commerce, Addison - Wesley, Delhi 1999.
3. Rayport, Jeffrey F and Jaworksi, Bernard J: Introduction to E-Commerce, Tata McGraw Hill, New Delhi 2003.
4. Smantha Shurety,: E-Business with Net Commerce, Addison - Wesley, Singapore 2001.
5. Rich, Jason R: Starting an E-Commerce Business, IDG Books, Delhi 2000.
6. Laudon, Kenneth C and Carol Guercio Traver : E-Commerce business. Technology. Society, Pearson Education, Delhi 2005.
7. Stamper David A, and Thomas L.Case: Business Data Communications, Pearson Education, New Delhi 2005.
8. Willam Stallings: Business Data Communications, Pearson Education, New Delhi 2004.

Marketing specialization BACHELOR OF BUSINESS MANAGEMENT IN RETAIL MANAGEMENT BMVI B14 MERCHANDISE MANAGEMENT

Time: 4 Hours per week Credits: 4

Objectives:

- To understand the basics of merchandising
- To understand the information needs for helping in merchandise management.

Contents

Module I

Merchandising – meaning – concept – factors affecting merchandising function – merchandise manager-functions – merchandise hierarchy – merchandise mix – components of merchandise management – merchandise strategies

Module II

Merchandise planning-steps involved – merchandise control – the open to buy – assortment planning – steps involved – merchandising stages- merchandise budgets and forecasting

Module III

Merchandise buying – types of buying – sources of supply-identifying and contracting – evaluating sources – branding strategies – category management – components of category management – category management and business process – role of category captain.

Module IV

Merchandise performance – retail pricing – elements – merchandise allocation – analysing merchandise performance – methods – integrating dollar and unit concept – gross margin return on investment – mark ups and downs – shrinkage in retail management.

Module V

Visual merchandising – types of display – display planning – characteristics of effective display – selling power of display – methods of display – window display and interior display – space management – planning layout.

Text Book:

Chetan Bajaj And Ranjith – Retail Management – Oxford University Press, second edition 2005

Reference Book:

1. Gillespie. Hecht and Lebowitz – Retail Business Management, McGraw Hill Book company, Third edition 2002
2. Gibson G. V edamani – Retail Management: Functional Principles and Practices, Jaico Publishing House, Second Edition 2004
3. James R. Ogden. Denise T.Ogden – Integrated Retail Management, Wiley Pvt Ltd, 2005

Marketing specialization

BACHELOR OF BUSINESS MANAGEMENT IN RETAIL MANAGEMENT BMVI B15 BUSINESS ETHICS AND CORPORATE RESPONSIBILITY

Time: 4 Hours per week Credits: 4

Objective:

- To give an overview of the ethical issues in business
- To give an overview of the corporate responsibility of business.

Contents:

Module I

Ethics – Meaning, Definition, Objectives. Sources, Types – Ethics and Business – Need, Importance, Nature, Scope and Objectives – Myths about Business Ethics – Ethics and the Organisation – Running an ethical business

Module II

Ethics in Marketing: Ethics in areas of advertising, new product pricing, product packaging and labeling, personal selling, International marketing, Supply Chain Management – Criticism of ethics in marketing – Establishing ethical standards – Ethics in Retail Business

Module III

Ethics in HRM: Privacy issues – psychological expectation model – Restructuring and layoffs – wages empowerment of the weakest and unique – advancement of women in the workforce – Human Quality Development – Sexual harassment – Discrimination – Whistle Blowing Vs. Organisational loyalty – Employer rights and responsibilities

Module IV

Ethics in Production and Operations Management – Ethics in Finance Specific laws that affect retailers

Module V

Ethics in global business – Ethical International decision-making methods – Corporate Responsibility and the environment.

Text Book:

C S V Murthy – Business Ethics – Text and Cases, Himalaya Publishing House, Second edition, 2006

Reference Books:

1. Joseph W Weiss, Business Ethics – A Stakeholder and Issues Management Approach – Thomson (South – Western), Third edition, 2003
2. Swapna Pradhan, Retailing Management – Text and Cases – Tata McGraw Hill, Second edition, 2004
3. Barry Berman and Joel R Evans – Retail Management – A strategic Approach, Prentice Hall of India, Tenth edition, 2006

**RETAIL MANAGEMENT specialization
BACHELOR OF BUSINESS MANAGEMENT IN RETAIL MANAGEMENT
BMVI B14 CUSTOMER RELATIONSHIP MANAGEMENT**

Time: 5 Hours per week Credits: 4

Objectives

- To gain an in-depth understanding on the establishment of good relationship with the customers, and,
- To familiarise the students the management and retaining of customers.

Contents

Module I

Overview of Relationship Marketing –Basis of Building Relationship – Types of Relationship Marketing – Customer Life Cycle.

Module II

CRM – Overview and Evolution of The Concept – CRM and Relationship Marketing – CRM Strategy – Importance of Customer Divisibility In CRM – CRM and place in Business World.

Module III

Sales Force Automation – Contact Management – Concept – Enterprise Marketing Management – The Core Beliefs – CRM in India.

Module IV

Value Chain – Concept – Integration Business Process Management – Benchmarks and Metrics – Culture Change – Alignment with Customer Ecosystem – Vendor Selection – Implementation Strategy.

Module V

Database Marketing – Prospect Database – Data Warehouse and Data Mining – Analysis of Customer Relationship Technologies – Best Practices In Marketing Technology – Indian Scenario.

Text Book:

S.Shajahan – Relationship Marketing McGraw Hill, 1997

Reference Books:

1. Paul Green Berg – CRM, Tata McGraw hill, 2002
2. Barry Berman and Joel R Evans – Retail Management – A strategic Approach, Prentice Hall of India, Tenth edition, 2006
3. Philip Kotler, Marketing Management, Prentice Hall, 2005

RETAIL MANAGEMENT specialization
BACHELOR OF BUSINESS MANAGEMENT IN RETAIL MANAGEMENT
BMVI B14 RETAIL ADVERTISING AND PROMOTION

Time: 5 Hours per week Credits: 4

Objectives

- To gain an in-depth understanding on the sales promotional activities, and,
- To familiarise the students the tools and techniques of sales promotion.

Contents**Module I**

Advertising in retailing: Advertising principles-steps in planning a retail advertising campaign-advertising for the retail store.

Module II

Media and copy decisions: Media objectives-planning and budgeting-advertising evaluation-creating and producing copy-copy testing.

Module III

Retail promotional strategy: Promotional objectives, promotional budget, selecting the promotional mix, implementing the promotional mix.

Module IV

Management of sales promotion: Role of sales promotion-types of sales promotion-evaluating sales promotion.

Module V

Personal selling and publicity: Publicity and special events-role of personal selling in retailing-process in personal selling.

Text Books

Drake, Mary Frances and Spoone, Janice Ha-Retail Fashion Promotion and Advertising, Prentice Hall-Pearson, New Delhi, First Edition, 2003.

Reference Books

1. Chunawalla Reddy, Appannaiah-An Introduction to Advertising and Marketing Research, Himalaya Publishing House, 2004.
2. Patrick M Dunne, Robert F. Lusch and David A. Griffith-Retailing, Thomson Asia Pvt. Ltd. 2002.
3. Gillespie, Hecht and Lebowitz-Retail Business Management, McGraw Hill Book Company, Third Edition, 2002.

RETAIL MANAGEMENT specialization
BACHELOR OF BUSINESS MANAGEMENT IN RETAIL MANAGEMENT
BMVI B14 RETAIL SUPPLY CHAIN MANAGEMENT

Time: 5 Hours per week Credits: 4

Objectives

- To gain an in-depth understanding on the supply chain management of retail business.

Contents

Module I

Supply chain management-meaning, definition, need and evolution-traditional and modern approaches to SCM-key issues in SCM-phases of SCM-SCM and its relation to other departments in the organization.

Module II

Operations management in SCM: Type of manufacturing systems-lean manufacturing - mass customization - outsourcing-service operations management - managing supply and demand.

Module III

Procurement for supply chain: Type of purchases-inventory models-inventory counting systems-universal bar code-materials requirement planning-just in time and vendor management inventory.

Module IV

Logistics management: Elements of logistics management-supply chain integration- innovations in SCM-retail logistics-distribution management and strategies-transportation management-warehousing and warehouse management systems-packaging for logistics- third party logistics-GPS and GIS technologies.

Module V

Global issues in SCM: Forces behind globalization-world class SCM-world class demand management (WCDM)-world class logistics management (WCLM).

Text Books

Rahul V Alterkar-Supply Chain Management-Concepts and Cases, Prentice Hall of India, 2005.

Reference Books

1. David Simchi Levi, Philip Kaminsky and Edith Simchi Levi-Managing the Supply Chain-The Definitive Guide, Tata McGraw Hill, 2004.
2. Burt, Dobler and Starling-World Class Supply Management-The Key to SCM. Tata-McGraw Hill, Seventh Edition, 2006.
3. Christopher Ryan, High Performance Interactive Marketing, Viva Books Ltd. 2003.

**RETAIL MANAGEMENT specialization
BACHELOR OF BUSINESS MANAGEMENT IN RETAIL MANAGEMENT
BMVI B14 FASHION MERCHANDISING**

Time: 5 Hours per week Credits: 4

Objectives

- To gain an in-depth understanding on the fashion trends and its merchandising.

Contents

Module I

Introduction to textiles-apparels and made ups-classification of apparels-structural changes in apparel industry-introduction to fashion merchandising-definition and concepts-scopes of fashion merchandiser-traits of merchandiser-responsibilities of fashion merchandiser.

Module II

Fashion terminology-fashion cycle-factor affecting fashion-fashion adoption theories- creative process-elements and principles of design-styling direction-product development of knitted and woven garments.

Module III

Material sourcing-factors affecting sourcing decisions-sourcing options-buyer seller negotiations-preparation for negotiation-sample preparation-story board-meeting phase- post negotiation control.

Module IV

Costing and pricing strategies-pricing policies and decisions-pricing and fashion cycle- costing principles-costing for woven and knit garments.

Module V

Supply chain management in apparel industry-quality-consumer perception of quality- standards and specification-responsibilities of merchandiser for quality control-inspection and sampling procedure.

Text Books

Elaine Stones-Fashion Merchandising-Mc Graw Hall, 2000.

Reference Books

1. Dickerson, Jarnow-Inside The Fashion Business, Prentice Hall, 2002.
2. Frings Cs-Fashion From Concept To Consumer, Prentice Hall, 2003.
3. Grace Kuntz-Apparel Merchandisin, Fair Child, 2001.

HRM specialization

BACHELOR OF BUSINESS MANAGEMENT IN RETAIL MANAGEMENT BMVI B12 HUMAN RESOURCES PLANNING AND DEVELOPMENT

Time: 5 Hours per week Credits: 4

Objectives:

- To give the students a deep understanding of process of HR planning, and
- To familiarize them with the methods for HR development.

Module I

Introduction to HR planning—meaning and definition, objectives of HRP, benefits of HRP, problems of HRP, process of HRP, HR demand forecasting techniques- HR supply forecasting-skill inventories-management inventories, Micro level man power planning and labour market analysis, recruitment and succession planning.

Macro level manpower planning and labor market analysis; Organizational HR Planning; Stock taking; Workforce flow mapping; Age and grade distribution mapping. 25 Hours

Module II

Job analysis, meaning and definition, job description and job specifications, steps in job analysis, process of job analysis, method of collecting job data. Why job analysis, job design—career management and career planning- selection process. 15 Hours

Module III

Performance management: Performance planning; Potentials appraisal and career development; Tools for measuring performance. 15 Hours

Module IV

HRD climate; work culture; Quality of work life(QWL) and management of change; TQM and HRD strategies; HRD in strategic organization; 10 Hours

Module V

HR Information systems; HR Valuation and accounting; HR Audit; Culture Audit; Career assessment;-Models. 8 Hours

References:

1. Bernardin, John H: Human Resource Management, Tata McGraw Hill, New Delhi 2004.
2. Arthur M, Career Theory Handbook, Prentice Hall Inc, Englewood Cliff, 1991.
3. Belkaoui, A.R. and Belkaoui, JM, Human Resource Valuation: A Guide to Strategies and Techniques, Quarum Books, Greenwood, 1995.
4. Dale, B, Total Quality and Human Resources: An Executive Guide, Blackwell, Oxford, 1992.
5. Greenhaus, J.H., Career Management, Dryden, New York, 1987.
6. Mabey, C and Salama, G., Strategic Human Resource Management, Blackwell, Oxford, 1995.

HRM specialization
BACHELOR OF BUSINESS MANAGEMENT IN RETAIL MANAGEMENT
BMVI B13 PERFORMANCE MANAGEMENT

Time: 5 Hours per week Credits: 4

Objectives:

- To gain an in-depth understanding of organizational and managerial performance, and,
- To gain practical knowledge in setting up team management, target setting and achievement.

Module I

Concepts of organizational performance: Vision and mission: Communicating and living shared view; Competencies and behaviors for effective performance; Establishing the skills, knowledge and attitude required for the organization's future; Performance standards and targets; Clarifying, communicating and reviewing organizational goals and targets. 15 Hours

Module II

Performance management: Meaning and importance of Managerial Performance; Critical success factors analysis for managerial performance; Business System analysis; Management styles and performance; Style of communication; Performance appraisal: Instrument for performance appraisal; Evaluation of managerial performance. Setting performance standards & measurement of performance. 15 Hours

Module III

Management style: Relationship orientation; Task orientation; Working in teams: Team development; coaching and training; Leadership Skills and Motivation. Setting objectives and targets; Setting smart goals; chasing targets; 15 Hours

Module IV

Indicators of performance for different levels of management; Criteria for evaluating performance of junior level managers, middle level managers and top level managers; Tracking performance; Feedback management for performance improvement. 12 Hours

Module V

Organizational culture and managerial performance: Developing appropriate culture for superior performance; Focusing individual and organizational learning on improved performance; Rewards and performance - Defining appropriate reward systems; Ensuring the link between performance and rewards; Limitations and boundaries of performance related rewards. 15 Hours

References:

1. White, Alasdair: Performance Management

HRM specialization
BACHELOR OF BUSINESS MANAGEMENT IN RETAIL MANAGEMENT
BMVI B14 INDUSTRIAL RELATIONS

Time: 5 Hours per week Credits: 4

Objectives:

- To sensitize the students to the tasks of industrial relations, and,
- To familiarize them with the current IR practices.

Module I

Industrial relations perspectives; IR and the emerging socio-economic scenario- IR and the state-legal framework of IR; Industrial conflict and disputes. Salient features of Industrial Employment (Standing Orders) Act, 1946.

Module II

IR and Trade Unions; Role and future of trade unions; Trade union and the employee; Industrial unrest; Trade union and the management; Plant level labor relations; Works committees; Joint management committees.

Module III

Discipline and grievance management; Negotiation and collective settlements; Participative management and co-ownership; Productivity bargaining and gain sharing.

Module IV

Employee empowerment and quality management; Quality circles; Employee suggestion schemes; Industrial relations and technology management.

Module V

Role of state in IR; Labor office, labor courts and industrial tribunals; Conciliation and mediation.

References:

1. Niland J.R. et al, The Future of Industrial Relations, Sage Publications, New Delhi 1994.
2. Mamkootam, K, Trade Unionism—Myth and Reality, Oxford University Press, New Delhi 1982.
3. Papola T.S.and Rodgers,G, Labor Institutions and Economic Development in India, ILO, Geneva, 1992.
4. Ramaswamy , E.A, The Rayon Spinners The Strategic Management of Industrial Relations,
5. Oxford University Press, New Delhi 1994.
6. Virmani, B.R., Participative Management vs Collective Bargaining, Vision Books, New Delhi,1988.

HRM specialization

BACHELOR OF BUSINESS MANAGEMENT IN RETAIL MANAGEMENT BMVI B15 MANAGEMENT TRAINING AND DEVELOPMENT

Time: 5 Hours per week Credits: 4

Objectives:

- To gain an in-depth understanding of the concepts, tools and techniques of management training, and,
- To learn to design and use methods for management development.

Module I

Training process an overview; Training and development; Learning and skill acquisition; Role, responsibilities and challenges to training managers- Relationship between HRD and business strategies; Skill inventory; Scanning the environment for training areas; Organizational analysis for training.

Module II

Organisation and management of training function; Learning process; Learning and Knowledge management; Various tools and models.

Module III

Training climate and pedagogy – developing training modules – training methods and techniques-facilities planning and training aids.

Module IV

Technical training – training for TQM – attitudinal training – training for management change – training for productivity – training for creativity and problem solving – training for leadership and training for trainers. Training communication- Training evaluation – evaluation methods – cost benefit analysis.

Module V

Management Development (MD): objectives of Management Development; Methods of Management Development; Various models of management development.

References:

1. Buckley R and Caple, Jim, The Theory and Practice of Training, Kogen & Page, 1995.
2. Lynton R Pareek, U, Training for Development, Vistaar, New Delhi 1990.
3. Peppar, Allan D, Managing the Training and Development Function, Gower, Aldershot, 1984.
4. Reid, M.A., et al., Training Interventions: Managing Employee Development, IPM, London, 1992.
5. Senge, P, The Fifth Discipline: The Art and Practice of Learning Organization, Century, London 1992.
6. John Patrick: Training Research and Practice.

Complementary Course BACHELOR OF BUSINESS MANAGEMENT IN RETAIL MANAGEMENT BM C01 BUSINESS ECONOMICS

Time: 5 Hours per week Credits: 4

Objectives:

- To enable the students to understand the micro and macroeconomic concepts relevant for business decisions
- To help the students to understand the application of economic principles in business management
- This course presents the factors of production, nature of markets, distribution and the concept of national income.
- To enable the students to learn the basic economic factors.

Contents:

Module I

Firm-industry-objectives of firm-profit maximization-social responsibilities of firm-demand-meaning-types-law of demand-elasticity of demand

Module II

Production-factors of production-production function-least cost combination-laws of returns-law of variable proportions-returns to scale-economies of scale-law of supply-cost and revenue-concepts and curves

Module III

Market-meaning-types –equilibrium of the firm-industry-pricing under perfect competition-monopoly-price discrimination-pricing under monopolistic competition-pricing under oligopoly.

Module IV

Distribution-factor pricing-marginal productivity theory-wages-demand and supply theory-cause for wage difference-trade union in wages-rent-recardian theory of rent-quasi-rent-modern theory of rent-interest-profit.

Module V

National income-concepts-measurement-problems-uses-inflation-types-causes and control.

Reference Books:

1. S.Sankaran, Business Economics, Margam publications,2000
2. Kaveri, sudha nayak, girija and meenakshi, Business Economics, sultan Chand and sons,2002
3. Varshney and Maheswari, Managerial Economics, sultan Chand and sons,2003
4. P.L.Mehta, Managerial Economics, McGraw Hill,2000

Complementary course
UNIVERSITY OF CALICUT
BACHELOR OF BUSINESS MANAGEMENT IN RETAIL MANAGEMENT
BMII C02 IT FOR BUSINESS & MANAGEMENT

Time: 5 Hours per week Credits: 4

Course Objectives:

- To familiarize the students with the office automation and communication technologies used in business, and ,
- To make them proficient in using computer for routine tasks like data retrieval, data analysis, accounting and report generation.

Module I

Office automation – objectives – office automation technology – office equipment – document generation – dictation systems, electronic typewriters – document distribution – copier, telex, facsimile and personal computers – workstations – printers and storage technologies- computer networks - LAN, WAN, Virtual Private Networks, ISDN, email, message systems, computer conferencing, information retrieval systems- Desktop publishing.

Module II

Microsoft Office - Word processing - characteristics of word processing - MS Word for word processing – creating, formatting and printing documents in MS Word – inserting objects from other MS applications - merge printing documents- MS Excel for spread sheet applications – creating, formatting and printing worksheets- - functions in Excel- goal seek, scenario management – financial functions – PMT, NPV, IRR, IPMT, ISPMT- statistical functions- AVERAGE, MEDIAN , AVEDEV, CORREL, INTERCEPT, MAX, MIN- database in spreadsheet-DMAX, DMIN, DAVERAGE, DCOUNT- graphics in Excel –creating, formatting and printing graphs- Microsoft PowerPoint – creating presentations in PowerPoint- applying templates – recording narration – presenting animation – inserting hyperlink – inserting slide number, date and time – inserting picture into slide – slide transition – running slide show.

Module III

Database system– characteristics of database system- database management system components – relational database system - popular relational database packages and their features: MS Access, MS SQL Server, and Oracle - Database administrator – functions of database administrator – database security – access rights and access control - login and passwords – physical security measures – backing up database for security - Microsoft Access – creation of database in MS Access – designing and running queries in Access : append query, update query, delete query, crosstab query report generation in MS Access – creating report in design view - creating report using Wizard —formatting and printing of report.

Module IV

The Internet – Internet protocol suite – domain name system – Internet and its possibilities for business communication – Internet tools –email, FTP, WWW, bulletin boards, telnet- portals – search engines – website– intranet and extranet- Electronic Data Interchange- objectives and advantages of EDI- EDI formats- business applications of EDI.

Module V

Computerized accounting – Tally – company creation (without inventory)- account classification – types of vouchers- voucher entry – financial statements and report generation- cash flow statement, funds flow statement, ratio analysis-.(**Note:** About half of the hours may be used for practical sessions to demonstrate the use of MS Office applications such as Word, Excel, Access and PowerPoint. A few sessions may also be used for web browsing and email communications).

References:

1. Management Information Systems, Kenneth C. Laudon and Jane P. Laudon, Pearson Education, New Delhi, 2002.
2. Using Microsoft Office, Ed Bott and Woody Leonhard, Prentice Hall of India, New Delhi 1999.
3. Implementing Tally 6.3, A.K.Nadhani and K.K.Nadhani, BPB Publications, New Delhi 2001.
4. Fundamental of Database Systems, Elmasri and Navathe, Addison Wesley, New Delhi.

Complementary course
BACHELOR OF BUSINESS MANAGEMENT IN RETAIL MANAGEMENT
BMII1C03 QUANTITATIVE TECHNIQUE FOR BUSINESS
Time: 5 Hours per week Credits: 4

Objectives:

- To familiarize the student with the use of quantitative techniques in managerial decision making.

Module I

Quantitative techniques—introduction—meaning and definition— classification of QT, QT and other disciplines—application of QT in business— limitations 5 Hours

Module II

Set theory—Probability –concept of probability—meaning and definition— approaches to probability—Theorems of probability—addition theorem— multiplication theorem—conditional probability—inverse probability—Baye’s theorem. 15 hours

Module III

Theoretical distribution—binomial distribution—basic assumptions and characteristics—fitting of binomial distribution—Poisson distribution— characteristics—fitting of Poisson distribution—Normal distribution—features and properties—standard normal curve. 15 Hours

Module IV

Statistical inference—testing of hypothesis—procedure—error in testing— two tail test and one tail test—non parametric tests—Chi-Square test, Wilcoxon test. Parametric tests—Z test—test of significance of large samples—test for two sample means—small sample mean tests—Student t test—Analysis of variance—F test—one way ANOVA and two way ANOVA tests. 20 hours

Module V

Correlation and regression analysis—meaning and definition of correlation—Karl Pearson’s coefficient of correlation—rank correlation— Regression—types—determination of simple linear regression—Coefficient of determination. 17 Hours

References:

1. David M. Levine: Business statistics

Complementary course
BACHELOR OF BUSINESS MANAGEMENT IN RETAIL MANAGEMENT
BMIV C04 MANAGEMENT SCIENCE

Time: 5 Hours per week Credits: 4

Objectives:

- To provide a basic knowledge about Operations research and
- To acquaint the students some common operations Research Tools for various Business decision marketing situations.

Module I

Operations Research: Concept -- Meaning and Definition – Development of OR – Characteristics of OR – Scope & Objectives of OR – Phases of OR – Techniques of OR – OR and Modern Business Management. (15 hours)

Module II

Linear programming problem – Meaning & Objective of LP – Applications of LP – Formulation of Mathematical Model to a LPP – Objective function – Constraints – Solution to LPP (Graphical solution only) – Advantages & Disadvantages of LP. (15 hours)

Module III

Network Analysis – Meaning and Objectives – Network Techniques – Managerial applications of Network Techniques – PERT & CPM – Network diagram – activity – Event – Dummy Activity – Construction of Network diagram – Numbering of events – Activity & Event times – Float & Slack – Steps in the application of CPM – Critical activity – Finding of critical path & Estimated Duration – Time estimates in PERT – Steps involved in PERT calculations – Difference between PERT & CPM (only simple problems are expected – Crashing of activity timing not expected) (25 hours)

Module IV

Decision Theory : Decision making situations – Decision making under certainty - Decision making under uncertainty : Payoff, Regret (Opportunity loss), Maximax criterion – Minimax criterion , Maximin criterion, Laplace criterion & Hurwics alpha criterion – Decision making under risk : Expected Monetary Value (EMV) , Expected Opportunity Loss (EOL) , Expected Value of perfect information (EVPI) – Decision making under competition – Game Theory (Theory only) – Decision Tree (10 hours)

Module V

Transportation Model: Structure of Transportation problem – solution for Transportation problem – North West Corner Method (NWCM) – Least Cost Method (LCM) – Vogl's Approximation method (VOM) (Simple problems only). (10 hours)

References:

- 1) Operation research Techniques for management – V.K Kapoor, Sulthan Chand & Sons
- 2) Operations Research an Introduction – Taha, Prentice hall.
- 3) Operations Research Theory and Application – J.K. Sharma.
- 4) Operations Research Problems and solutions – J.K. Sharma (Macmillan)
- 5) Operations Research – Paneerselvam – (Prentice hall of India).

Open course
BACHELOR OF BUSINESS MANAGEMENT IN RETAIL MANAGEMENT

BMV D01 E- COMMERCE

Time:3 Hours per week Credits: 2

Objectives:

- To understand the importance of database systems for business management, and,
- To gain a practical orientation to database development and maintenance.

Module I

Introduction to E- commerce : Meaning and concept – E- commerce v/s Traditional Commerce- E- Business & E- Commerce – History of E- Commerce – EDI – Importance , features & benefits of E- Commerce – Impacts, Challenges & Limitations of E- Commerce – Supply chain management & E – Commerce – E – Commerce infrastructure. (15 hours)

Module II

Business models of E – Commerce: Business to Business – Business to customers – customers to customers - Business to Government – Business to employee – E – Commerce strategy – Influencing factors of successful E- Commerce. (10 hours)

Module III

Electronic Payment system : Introduction – Online payment systems – prepaid and postpaid payment systems – e- cash, e- cheque, Smart Card, Credit Card , Debit Card, Electronic purse – Security issues on electronic payment system – Solutions to security issues – Biometrics – Types of biometrics. Legal and ethical issues in E- Commerce : Security issues in E- Commerce-Regulatory frame work of E- commerce (25 hours)

References:

1. Turban, Efraim, David King et. al.: Electronic Commerce: A Managerial Perspective, Pearson Education Asia, Delhi 2002.
2. Kalakota, Ravi: Frontiers of Electronic Commerce, Addison - Wesley, Delhi 1999.
3. Rayport, Jeffrey F and Jaworksi, Bernard J: Introduction to E-Commerce, Tata McGraw Hill, New Delhi 2003.
4. Smantha Shurety,: E-Business with Net Commerce, Addison - Wesley, Singapore 2001.
5. Rich, Jason R: Starting an E-Commerce Business, IDG Books, Delhi 2000.
6. Laudon, Kenneth C and Carol Guercio Traver : E-Commerce business. Technology. Society, Pearson Education, Delhi 2005.
7. Stamper David A, and Thomas L.Case: Business Data Communications, Pearson Education, New Delhi 2005.
8. William Stallings: Business Data Communications, Pearson Education, New Delhi 2004.

Open course

BACHELOR OF BUSINESS MANAGEMENT IN RETAIL MANAGEMENT BMV D01 HOSPITALITY MANAGEMENT

Time:3 Hours per week Credits: 2

Objectives:

- To give a broad overview of the basic concepts of hospitality management and to equip the students to make use of the opportunities in this sector.

Module I

Introduction to hospitality industry—meaning and definition—historical development of hospitality industry—scope and significance—components of hospitality industry—Tourism industry—Hotel industry—tourism travel industry—domestic and international hospitality industry—Economic aspects of hospitality industry. 15 hours

Module II

Tourism management—tourism planning—steps in planning—organisational structure for tourism industry—directing, communicating , staffing, and controlling tourism activities. Assessing tourism

demand—Environmental dimension of tourism—sustainability and conservation policy—tourism marketing—basic concepts of tourism marketing—tourism products—pricing—promotion and tourism retailing. 20 Hours

Module III

Hotel management—basic concepts of hotel management—history of hotel industry—economic significance—functions— classification of hotels--continental— European and American—major hotel chains in India--frond office management—facility and event management—service regularity frame work—housekeeping, F&B production and service 15 Hours

References:

1. Hotel front office training manual BY Sudhir Andrews
2. Principles of hotel frond office operation By Sue Baker and others