

Course Outline

1. COURSE INFORMATION

Session Offered	Spring 2016	
Course Name	Contemporary Issues in Management	
Course Code	GEN TECH 4ST3E	
Program Name	Civil Engineering Infrastructure Technology / Computing and Information Technology / Energy Engineering Technologies / Manufacturing Engineering Technology	
Calendar Description	Students are offered a selection of three to four emerging issues of the day as those issues relate to current and emerging technology and management technology practices. These topics could include supply chain management, ERP, knowledge management, 6 sigma methods, etc.	
Instructor	Steve Tywonek	Phone: E-Mail: use A2L

2. COURSE SPECIFICS

Course Description	<p>Using a seminar approach, B.Tech. students from all streams are provided practical knowledge of current insights in management, and useful skills with the tools and techniques used by successful organizations. Organizations are undergoing change at an accelerated pace. In this course we will explore the latest insights into successful management practices under these conditions:</p> <ul style="list-style-type: none"> • Business Processes: whether successfully implementing new technology, or improving work efficiency, proper process management is required. • Supply Chains: globalization requires new approaches to outsourcing, supply-chain management, and supplier performance management. • Change Management & Leadership: from individuals to supply-chains, change needs to be properly managed & lead in order for it to succeed at all levels. <p>With this foundation, students will better understand their own contributions to the value-adding work of their organization, and how to effectively support change within the increasingly global value-chain.</p> <p>Learning is enabled through seminars using a combination of class preparation, in-class and online discussion, case analysis, independent study, group study, and lectures.</p>		
Instruction Type	Code	Type	Hours per term
	C	Classroom instruction	36
	L	Laboratory, workshop or fieldwork	
	T	Tutorial	
	DE	Distance education	3
Total Hours			39

Resources	ISBN	Textbook Title & Edition	Author & Publisher
	978-1455523023	It's Your Ship: Management Techniques from the Best Damn Ship in the Navy (2002, 2012)	Captain D. Michael Abrashoff. Portfolio Publishers. This is currently available as an e-book.
	0-307-45379-2	Faster, Cheaper, Better: The 9 Levers for Transforming How Works Gets Done (2010)	Michael Hammer & Lisa Hershman. Crown Business Publishers. This is currently available as an e-book.
	Other Supplies	Source	
	A2L will contain many electronic course materials		
Prerequisite(s)	Registration in Civil Engineering Infrastructure Technology, Computing and Information Technology, Energy Engineering Technologies or Manufacturing Engineering Technology.		
Corequisite(s)	N/A		
Antirequisite(s)	GEN TECH 4SZ3		
Course Specific Policies	<p>Students to bring paper and "pencil" for in class activities.</p> <p>Allocate additional \$15 for accessing resources online.</p> <p>Assignment/Testing requirements will be provided by the instructor</p> <p>Individual and Group work, in class and home work, peer evaluations, and facilitation and presentations by students are all part of this course</p> <p>Reports and Presentations; business professional, computer generated, utilising proper grammar and spelling, hard/e-copy due at the start of class</p> <p>Use of MacLive, pre-recorded presentations, discussion boards and other technologies will be used during the delivery of this course; participation is expected whether physically or electronically involved in this course</p> <p>Where group work is identified in a course outline, such work is mandatory.</p>		
Departmental Policies	<p>Students must maintain a 3.5/12 GPA to continue in the program. In order to achieve the required learning objectives, on average, B.Tech. students can expect to do at least 3 hours of "out-of-class" work for every scheduled hour in class. "Out-of-class" work includes reading, research, assignments and preparation for tests and examinations.</p> <p>The use of cell phones, iPods, laptops and other personal electronic devices are prohibited from the classroom during the class time, unless the instructor makes an explicit exception.</p> <p>Announcements made in class or placed on Avenue are considered to have been communicated to all students including those individuals that are not in class.</p> <p>Instructor has the right to submit work to software to identify plagiarism.</p> <p>Instructor is permitted to enforce a preference to shut off all electronic devices during class.</p>		

3. SUB TOPIC(S)		
Week 1	Introduction to Process Management <ul style="list-style-type: none"> • Organization deliverables • Process vs project 	Chapter 1 Faster, Cheaper, Better (FCB): The 9 Levers for Transforming How Works Gets Done
Week 2	Process Design 1 <ul style="list-style-type: none"> • Process boundaries & steps • Process transfers 	Chapter 3 FCB Chapter 4 FCB
Week 3	Process Design 2 <ul style="list-style-type: none"> • Process enablers • Process support 	Chapter 5 FCB
Week 4	Assignment #1 presentations	
Week 5	Process Quality Management & Maturity <ul style="list-style-type: none"> • Metrics • Problem Solving and Improvement 	Chapter 2 FCB Chapter 6 FCB
Week 6	Value Chains & Supplier/Partner Selection <ul style="list-style-type: none"> • Value chain identification • Outsourcing decisions 	
Week 7	Global Supply Chain Logistics and Risk Management <ul style="list-style-type: none"> • Globalization • Risk management in supply chains 	
Week 8	Supplier Performance Management <ul style="list-style-type: none"> • Supply chain metrics • Problem solving and improvement 	
Week 9	Change Management in the Value-Chain; A#2 due <ul style="list-style-type: none"> • Change management models • Communicating change 	It's Your Ship: Management Techniques from the Best Damn Ship in the Navy
Week 10	Leading Change <ul style="list-style-type: none"> • Leadership traits • Change in action 	It's Your Ship: Management Techniques from the Best Damn Ship in the Navy
Week 11	Personally/Teams Dealing with Change; A#3 due <ul style="list-style-type: none"> • Individual adaptation • Group dynamics 	
Week 12	Leadership debate-mandatory attendance	
Note: this structure represents a plan and is subject to adjustment term by term. The instructor and the university reserve the right to modify elements of the course during the term. The university may change the dates and deadlines for any or all courses in extreme circumstances. If either type of modification becomes necessary, reasonable notice and communication with the students will be given with explanation and the opportunity to comment on changes.		
4. ASSESSMENT OF LEARNING		Weight
Assignment 1 – Identify, analyse, propose and defend recommendations on a process management scenario. Report and/or presentation.		25%
Assignment 2 – Identify, analyse, propose and defend recommendations on a supply-chain management scenario. Report and/or presentation.		25%

Assignment 3 – Identify, analyse, develop and justify your opinions on a change leadership scenario. Report and/or presentation.	25%
Debate –Select, investigate, develop and justify your opinions regarding the leadership traits of (relatively) well-known people. Report and/or presentation. Mandatory attendance.	15%
Preparation and Participation – class preparation, in-class and online and offline activities, and/or peer evaluations or other participation will be evaluated.	10%
TOTAL	100%

Percentage grades will be converted to letter grades and grade points per the University calendar.

5. LEARNING OUTCOMES

1. Demonstrate curiosity regarding current and emerging business issues
2. Demonstrate readiness to engage in research, thought and discussion about current and emerging business issues
3. Relate current business issues to their current/past employers
4. Apply thinking and analytical approaches/frameworks/theories to resolve business situations
5. Apply tools and techniques to resolve business situations
6. Digest new information, form an opinion, and to effectively discuss/argue same
7. Collaborate with others and respect diverse opinions
8. Prepare professional business reports and deliver professional business presentations

6. POLICIES

Anti-Discrimination

The Faculty of Engineering is concerned with ensuring an environment that is free of all discrimination. If there is a problem, individuals are reminded that they should contact the Department Chair, the Sexual Harassment Officer or the Human Rights Consultant, as soon as possible.
<http://www.mcmaster.ca/policy/General/HR/Anti-Discrimination%20policy.pdf>

Academic Integrity

Attention is drawn to the Statement on Academic Ethics and the Senate Resolutions on Academic Dishonesty as found in the Senate Policy Statements distributed at registration and available in the Senate Office. Any student who infringes one of these resolutions will be treated according to the published policy.

Academic dishonesty consists of misrepresentation by deception or by other fraudulent means and can result in serious consequences, e.g. the grade of zero on an assignment, loss of credit with a notation on the transcript (notation reads: "Grade of F assigned for academic dishonesty"), and/or suspension or expulsion from the university.

It is your responsibility to understand what constitutes academic dishonesty. For information on the various kinds of academic dishonesty please refer to the Academic Integrity Policy, specifically Appendix 3, located at: <http://www.mcmaster.ca/policy/Students-AcademicStudies/AcademicIntegrity.pdf>

Requests for Relief for Missed Academic Term Work (Assignments, Mid-Terms, etc.)

The McMaster Student Absence Form is a self reporting tool for **Undergraduate Students** to report absences that last up to 5 days and provides the ability to request accommodation for any missed academic work. Please note, this tool cannot be used during any final examination period.

You may submit a maximum of 1 Academic Work Missed requests per term. It is YOUR responsibility to follow up with your Instructor immediately regarding the nature of the accommodation.

If you are absent more than 5 days or exceed 1 request per term you MUST visit your Associate Dean's Office (Faculty Office). You may be required to provide supporting documentation.

This form should be filled out immediately when you are about to return to class after your absence.
<http://www.mcmaster.ca/msaf/>

E-Learning Policy

Consistent with the Bachelor of Technology's policy to utilize e-learning as a complement to traditional classroom instruction, students are expected to obtain appropriate passwords and accounts to access Avenue To Learn for this course. Materials will be posted by class for student download. It is expected that students will avail themselves of these materials prior to class. Avenue can be accessed via <http://avenue.mcmaster.ca>

Communications

It is the student's responsibility to:

- Maintain current contact information with the University, including address, phone numbers, and emergency contact information.
- Use the university provided e-mail address or maintain a valid forwarding e-mail address.
- Regularly check the official University communications channels. Official University communications are considered received if sent by postal mail, by fax, or by e-mail to the student's designated primary e-mail account via their @mcmaster.ca alias.
- Accept that forwarded e-mails may be lost and that e-mail is considered received if sent via the student's @mcmaster.ca alias.
- To check their McMaster/Avenue email and course websites on a regular basis during the term.

Turnitin (Optional)

This course will be using a web-based service (Turnitin.com) to reveal plagiarism. Students will be expected to submit their work electronically to Turnitin.com and in hard copy so that it can be checked for academic dishonesty. Students who do not wish to submit their work to Turnitin.com must still submit a copy to the instructor. No penalty will be assigned to a student who does not submit work to Turnitin.com. All submitted work is subject to normal verification that standards of academic integrity have been upheld (e.g., on-line search, etc.). To see the Turnitin.com Policy, please go to <http://www.mcmaster.ca/academicintegrity/turnitin/students/index.html>

Protection of Privacy Act (FIPPA)

The Freedom of Privacy of Information and Protection of Privacy Act (FIPPA) applies to universities. Instructors should take care to protect student names, student numbers, grades and all other personal information at all times. For example, the submission and return of assignments and posting of grades must be done in a manner that ensures confidentiality.

<http://www.mcmaster.ca/univsec/fippa/fippa.cfm>

Academic Accommodation of Students with Disabilities Policy

Student Accessibility Services (SAS) is committed to the continuous improvement of accessibility for students with disabilities. Students are encouraged to contact SAS as early as possible before each term starts to become familiar with the services offered and to confirm their accommodations.

Students must forward a copy of the SAS accommodation to the instructor of each course and to the Program Administrator of the B.Tech. Program immediately upon receipt. If a student with a disability chooses NOT to take advantage of a SAS accommodation and chooses to sit for a regular exam, a petition for relief may not be filed after the examination is complete. <http://sas.mcmaster.ca>

Student Code of Conduct

The Student Code of Conduct (SCC) exists to promote the safety and security of all the students in the McMaster community and to encourage respect for others, their property and the laws of the land. McMaster University is a community which values mutual respect for the rights, responsibilities, dignity and well-being of others. The purpose of the Student Code of Conduct is to outline accepted standards of behavior that are harmonious with the goals and the well-being of the University community, and to define the procedures to be followed when students fail to meet the accepted standards of behavior. All students have the responsibility to familiarize themselves with the University regulations and the conduct expected of them while studying at McMaster University.

<http://studentconduct.mcmaster.ca/pdf/SCC.pdf>

<http://www.mcmaster.ca/policy/Students-AcademicStudies/StudentCode.pdf>