

Fall semester – term 1 and 2			
<b>Course title</b>	Management Studies		
<b>Course code</b>	N/A		
<b>Faculty</b>	Business, Finance and Law		
<b>Language of instruction</b>	English		
<b>Cycle</b>	First cycle/undergraduate/Bachelor level		
<b>Location</b>	<input checked="" type="checkbox"/> Rotterdam, <input type="checkbox"/> The Hague, <input type="checkbox"/> Delft, <input type="checkbox"/> Alkmaar, <input checked="" type="checkbox"/> Haarlem, <input type="checkbox"/> Diemen		
ECTS (total 30)	Code	Subject Title	ECTS
	1316OE301Z	Operations Management	6
	1317CORREZ	Corporate Responsibility	5
	1319INMANZ	Information Management	5
	1317QABPRZ	Quality Assurance Business Product	5
	1317IEICLZ	Introduction to European and international commercial law	5
	1317RBOSEZ	Research Skills: Optimization of services	4
<b>Course Content</b>	<p><b>Operations Management</b></p> <p>In Quality Management the student learns how to measure and improve the performance of organizations, people and processes. To do this, organizations use techniques and systems which are based on the PDCA cycle. In many cases it is a good idea for the organization to set up and maintain a certified quality system. As well as Quality Assurance, organizations have to deal with (statutory) requirements in the field of Working Conditions and the Environment. Management (continuous improvement) of these has much in common with quality management: risk avoidance and process management play a key role.</p> <p><b>Corporate Responsibility</b></p> <p>In this module you learn to put the theory around ethics and corporate responsibility into practice by carrying out an analysis of an existing organization and making related proposals for improvement. Students do a project which relates to a company of their choice. Foreign students will be offered an alternative organization in the form of a case study.</p> <p><b>Information Management</b></p> <p>The student learns how ICT can be applied in organizations. The main focus is to obtain insights into how data is recorded in organizations and converted into information for management.</p>		

### **Quality Assurance Business Product**

In the business product the student analyses for an existing organization (case study), using the EFQM (INK) model, the level of performance which must be delivered from the perspective of different stakeholders and to what extent the organization has already made this performance measurable in performance indicators. A proposal is made for the creation of a scorecard. The key (legal) risks for the factors Quality (clients), Health & Safety (employees) and the Environment (social) are identified and improvement and management measures are proposed. A recommendation is also made with regard to the desirability of certifying the various components and possible incorporation into a QSHE assurance system.

### **Introduction to European and international commercial law**

The law of the European Union is growing in importance very rapidly. Since the conclusion of the Maastricht Treaty all the nationals of the 27 member states are European citizens. They are no longer solely subject to their own national law systems, but their daily lives are more and more affected by all types of legislation produced by and all kinds of decisions made by the European Union. Therefore, a course on European Law must certainly be part of any form of higher education. This course aims to give the student a basic knowledge of European Law by exploring the functioning of the unique creature that is the EU, the impact of its laws on states, citizens and companies.

This course does not only focus on the legal aspects of European law but also on the legal aspects of doing business internationally. International business contracts are of vital importance for international business. International transactions differ fundamentally from domestic transactions. The law in this context is difficult to grasp and its sources are diverse.

Points to be covered:

- dealing with international agreements and the drafting;
- formation and interpretation of international contracts;
- international treaty rules, remedies, legal aspects with regard to financial arrangements.

### **Research Skills: Optimization of services**

This course supports service optimization and has three subthemes:

- a. Mapping (profiling, segmenting) relevant internal and external groups (employees, management, clients, suppliers, competitors)
- b. Analyzing use of and satisfaction with policymaking, processes, systems,

	<p>products and services</p> <p>c. Service improvement and development relevant to needs and requirements of internal and external groups</p>
<b>Learning Outcomes</b>	See description course content
<b>Lecturer(s)</b>	<p>Marlies Springorum</p> <p>Email: <a href="mailto:Marlies.Springorum@inholland.nl">Marlies.Springorum@inholland.nl</a></p> <p>Phone: +31611449813</p>
<b>Mode of delivery, planned activities and teaching methods</b>	<ul style="list-style-type: none"> <li>• Seminars</li> <li>• Guest lectures/ Master classes</li> <li>• Workshops</li> <li>• Intersession Learning</li> <li>• Practicals</li> </ul>
<b>Prerequisites and co-requisites (if applicable)</b>	2 years of previous Bachelor studies in a similar study field.
<b>Recommended or required reading and/or other learning resources/tools</b>	TBA at the start of the semester
<b>Assessment methods and criteria</b>	<ul style="list-style-type: none"> <li>• Written assessments (exams, portfolios, reports)</li> <li>• Presentations</li> </ul>