Liverpool John Moores University

Title:	PROBLEM SOLVING, TEAMWORK, PROJECT ANALYSIS AND PREPERATION
Status:	Definitive
Code:	**5503TECYPC** (115861)
Version Start Date:	01-08-2018
Owning School/Faculty:	Engineering
Teaching School/Faculty:	YPC International College (Kolej Antarabangsa YPC)

Team	Leader
Michael Shaw	

Academic Level:	FHEQ5	**Credit Value:**	24	**Total Delivered Hours:**	101
Total Learning Hours:	240	**Private Study:**	139		

Delivery Options
Course typically offered: Standard Year Long

Component	Contact Hours
Lecture	56
Tutorial	42

Grading Basis: 40 %

Assessment Details

Category	Short Description	Description	Weighting (%)	Exam Duration
Report	AS1	Course work : team report (problem definition and feasibility study)	20	
Test	AS2	Coursework : class test (project management tools)	30	
Exam	AS3	Examination	50	3

Aims

To apply problem solving techniques and project management skills to technical problems.
To integrate a variety of elements of the e-Business Management programme in

action learning activities designed to tackle a relevant real or simulated complex problem.
To develop key skills such as working in groups, problem solving, project management, oral and written communication skills within the context of tackling a relevant problem.
To formulate a final year project in respect of topic selection, outline objectives, supervisor selection and project specification production.

Learning Outcomes

After completing the module the student should be able to:

1	Examine and analyse a major technical/quality problem using techniques such as Kepner-Tregoe, QFD and benchmarking
2	Use project management tools such as CPA and Resource Management to plan and map an implementation programme for a technical change
3	Analyse and produce recommendations for the solution of a major case-study based business problem, through acting as a member of a consulting team
4	Critically appraise the effectiveness of their problem solving activity in terms of product and process (including making judgements as to peer contribution), and develop a plan for further improvement.
5	Generate structured Terms of Reference as a contribution to the final year project

Learning Outcomes of Assessments

The assessment item list is assessed via the learning outcomes listed:

team report	1		
class test	2		
Examination	3	4	5

Outline Syllabus

Problem solving Cycle and the Development Process.
Quality Tools e.g. 7 old and 7 new quality tools, Kepner-tregoe, questionnaires
Benchmarking and Performance measurement
Project Management: Flow Charting, Gannts Charts, CPA, Resource Management. Includes the use of project management software.
Continuous improvement: auditing, post development review.

Learning Activities

Lectures, case studies, role-play, simulation, practical tutorials using appropriate software. This module is based on action learning: in the first part students learn through working in self-managed teams to tackle a real or simulated problem with many dimensions and relevant to a variety of topics within the E-business Technology and Management programme. There is a small amount of lecture and

tutorial work to provide the necessary theoretical underpinning and guidance, and opportunity for group discussion and reflection. In the second part, through lectures, discussion and individuals tutorials, students select and specify their own final year project.

Course Material	Book
Author	Belbin R
Publishing Year	2010
Title	Team Roles at work
Subtitle	
Edition	
Publisher	Butterworth Heinemann
ISBN	

Course Material	Book
Author	Goetsch, D.L. and Davis, S.B.
Publishing Year	2009
Title	Quality Management for Orgaizational Excellence : Introduction to Total Quality
Subtitle	Introduction to Total Quality Management for Production, Processing and Services
Edition	6th ed
Publisher	Pearson Education.
ISBN	

Course Material	Book
Author	Evans, J.R. and Lindsay, W.R.
Publishing Year	2011
Title	The Management and Control of Quality
Subtitle	
Edition	8th ed
Publisher	Cengage Learning
ISBN	

Notes

The module teaches problem solving techniques and project management skills and applies them to the resolution and implementation of technical and business problems, finally applying learning to the construction of aviable final year project.