

West Bengal State Council of Technical &
Vocational Education and Skill
Development
(Technical Education Division)



Syllabus
of

Diploma in Modern Office Practice &
Management [MOPM]

Part-III (6th Semester)

2023

CURRICULAR STRUCTURE FOR PART-III (3rd YEAR) OF THE
FULL-TIME DIPLOMA COURSE IN MODERN OFFICE PRACTICE & MANAGEMENT
MODERN OFFICE PRACTICE & MANAGEMENT : Semester VI

Sl No.	Category of courses	Code	Course Title	L	T	P	Contact Hours	Credit	Marks
1	Programme Core	MOPMPC601	Total Quality Management	3	1	0	4	4	100
2	Programme Elective	MOPMPE602	1. Office Administration II 2. Record Management Principles -II	3	1	0	4	4	100
3	Humanities & Social Science	HS302	Entrepreneurship and Start-ups	2	1	0	3	3	100
4	Open Elective	MOPMOE603	Engineering Economics & Project Management	3	0	0	3	3	100
5	Open Elective	MOPMOE604	Economic Policies in India	3	0	0	3	3	100
6	Major Project	MOPMPR 302	Major Project - II	0	0	4	4	2	100
7	Seminar	MOPMSE302	Seminar	0	0	0	0	1	100
Total Contact hours, Credits and Marks							21	20	700

Name of the Subject : Total Quality Management

Course Code: MOPMPC601	Semester: Sixth
Duration:: Seventeen weeks	Marks:100
Theory: 3hrs./week	Mid Semester Exam.:20 Marks
Tutorial: Nil/ week	Attendance & Teacher's Assessment: 10+10 Marks
Practical: Nil hrs./week	End Semester Exam.:60 Marks
Credit:4	

Objective:

On satisfactory completion of the course, the students should be in a position to:

1. Present a comprehensive view of concepts, principles and practice of Total Quality Management
2. Understand seven Tools of Quality
3. Understand the Quality Management System : ISO 9000
4. Know about the contributions of Quality Gurus

Course Outcomes:

On successful completion of the course students will be able to:

CO1: To get familiarized with the basic concept and framework of Total Quality management

CO2: To Understand the contribution of Quality Gurus in TQM Journey

CO3: To grasp the nature and importance of various components that constitute TQM

CO4: To describe and discuss the role of techniques used in TQM

Detail Course Content

Unit:1 Introduction	1.1 Background and evolution of TQM 1.2 Quality and its definition, concepts and features 1.3 Concept of customer satisfaction 1.4 Eight Building blocks of TQM 1.5 Cost of quality	Periods: 9
Unit:2 Quality Thinkers & Thoughts	2.1 Deming's Principles & PDCA Cycle 2.2 Quality control technique by Schewart 2.3 Juran's Trilogy 2.4 Ishikawa's QC 2.5 5S model 2.6 Six Sigma : concept of Six Sigma, 5 Key Principles of Six Sigma. 2.7 Quality Awards : What is quality Award? Concept of most popular quality awards or performance excellence models.	Periods: 12
Unit : 3 Quality Management Tools	3.1 Seven Quality Control Tools & their use - Cause-and-effect diagrams (Fishbone or Ishikawa diagram), Scatter diagrams, Histograms, Control charts, Pareto charts, Check sheets, Stratification 3.2 Bench Marking : Definition, concept, process & benefits.	Periods: 12
Unit : 4 Quality Management System	5.1 ISO 9000 series and related standards 5.2 Quality Management Principles 5.3 Quality Management System 5.4 Management Responsibility 5.5 Steps of ISO 9000:2000 implementation	Periods: 12

Contact Periods : 45

Internal Assessment : 6

Total Periods : 51

Reference Books:

1. Total Quality Management - By Besterfield Dale H.
2. Out of Crisis W. Edwards Deming
3. Total Quality Management – Principles and Practice – By S. k. Mandal
4. The seven habits of highly effective people – By Stephen Covey
5. Getting started and achieving results with TQM – by William Winchell

Programme Elective

Name of the Subject : OFFICE ADMINISTRATION-II

Course Code: MOPMPE602/1	Semester: Sixth
Duration:: Seventeen weeks	Marks:100
Theory: 3 hrs./week	Mid Semester Exam.: 20
Tutorial: 1 hr./week	Attendance & Teacher’s Assessment: 10 +10
Practical: Nil hrs./week	End Semester Exam.: 60
Credit: 4	

Course Objective:

The objective of this course is to provide students with the knowledge, skills, attitudes and competencies to function in a modern office environment.

Course Outcomes: On successful completion students will be able to

- CO1. Apply the knowledge of principles, policies, procedures and technological competencies involved in office administration;
- CO2. Develop solving skills necessary for functioning in a modern office environment;
- CO3. Improve capability to adapt to changes that impact the business environment;
- CO4. Prepare office documents like tender order, office memo, purchase order, bin card, performance appraisal sheet and circular.

Detail Course Content

Unit:1 Efficiency and productivity	1.1 Time Management 1.2 Quality Management 1.3 Office Budgeting and Cost Reduction	Periods: 5
Unit:2 Office Personnel Relations	2.1 Human Relation in Office 2.2 Management Employee Communication 2.3 Methods of Communication 2.4 Maintaining Office Discipline 2.5 Recruitment of Staff 2.6 Training of Staff 2.7 Promotion of Staff 2.8 Disciplinary Preceding against Employee, demotion and dismissals of Staff.	Periods: 10
Unit : 3 Office Supervision	3.1 Office Supervisor – Position, Function, Duties & Responsibility 3.2 Important aspects of Functioning of the Supervisor 3.3 Elements of Securing Effective Supervisor 3.4 Supervisor in Action 3.5 Evaluating Supervisory Performance 3.6 Supervisory Progress and Performance Preview 3.7 Women as Supervisors 3.8 Human Relations in Supervisor	Periods: 10

Unit : 4 Preparing Office Documents and managing office correspondence	4.1 Requisition 4.2 Tender Notice 4.3 Purchase Order 4.4 Office Memo 4.5 Application for jobs 4.6 Bin Card 4.7 Comparative Statement 4.8 Circular 4.9 Performance appraisal sheet 4.10 Preparation of questionnaire.	Periods: 20
Contact Periods : 45	Internal Assessment : 6	Total Periods : 51

Reference books:

1. Office Management/B.R. Duggal/Kitab Mahal Publications-Delhi
2. Manual of Office Management and Correspondence/B.N. Tandon
3. Office Organization and Management/S.P. Arora
4. Office Organization and Management/M.E. Thokaram Rao

Programme Elective		
Name of the Subject : RECORD MANAGEMENT PRINCIPLES-II		
Course Code: MOPMPE602/2	Semester: Sixth	
Duration:: Seventeen weeks	Marks:100	
Theory: 3 hrs./week	Mid Semester Exam.: 20	
Tutorial: 1 hr./week	Attendance & Teacher's Assessment: 10 +10	
Practical: Nil hrs./week	End Semester Exam.: 60	
Credit: 4		
<p>Course Objective: The objective of this course is to provide students with the knowledge, skills, attitudes and competencies to function in a modern office environment.</p> <p>Course Outcomes: On successful completion students will be able to</p> <p>CO1. Apply the knowledge of technological competencies involved in office administration;</p> <p>CO2. Design Office Forms;</p> <p>CO3. Apply the knowledge of Office Record & Information Management ;</p> <p>CO4. Develop documentation skills.</p>		
Detail Course Content		
Unit:1 Report	1.1 Classification of Report 1.2 Form & Length of Report 1.3 Principle of Preparation of Report 1.4 Qualities or Element of a good Report 1.5 Steps in Report Preparation 1.6 Need for a Managerial Reporting System	Periods: 15

Unit : 2 Designing forms & it's Management	2.1 Importance of Proper Forms Design 2.2 Principles of Form Design 2.3 Factors Affecting Designing of Forms 2.4 Object of Forms Control and Management 2.5 Designing EDP Forms 2.6 Factors in selection of Form sets 2.7 Identifying Copies of Manifold Forms 2.8 Simplification of Proper Work: Rational use of Forms	Periods: 15
Unit : 3 Office Record & Information Management	3.1 Filing: Modern Method 3.2 Indexing: Method 3.3 Microfilming 3.4 Report: Classification, qualities of a good report, preparation of formats, for report used in office 3.5 Forms: Factors affecting design of forms, design of some specific forms.	Periods: 15
Contact Periods : 45	Internal Assessment : 6	Total Periods : 51

Reference books:

1. Office Management/B.R. Duggal/Kitab Mahal Publications-Delhi
2. Manual of Office Management and Correspondence/B.N. Tandon
3. Office Organization and Management/S.P. Arora
4. Office Organization and Management/M.E. Thokaram Rao

Course Title	Entrepreneurship and Start-ups
Course Code	HS 302
Number of Credits	3
Pre Requisites	None
Total Contact Hours	3(L: 2; T: 1)/week = 45 hrs
Course Category	HS

Course Learning Objectives

1. To raise awareness, knowledge and understanding of enterprise/ entrepreneurship.
2. To motivate and inspire students toward an entrepreneurial career.
3. To understand venture creation process and to develop generic entrepreneurial competences.
4. To introduce students to the basic steps required for planning, starting and running a business.
5. To familiarise students with the different exit strategies available to entrepreneurs.

Course Outcomes:

After completing the course students will able to:

CO 1	Identify qualities of entrepreneurs, develop awareness about entrepreneurial skill and mindset and express knowledge about the suitable forms of ownership for small business
CO 2	Comprehend the basics of Business idea, Business plan, Feasibility Study report, Project Report and Project Proposal
CO 3	Understand the concept of start-up business and recognise its challenges within legal framework and compliance issues related to business.
CO 4	Make a Growth Plan and pitch it to all stakeholders and compare the various sources of funds available for start-up businesses

Detailed Course Content

Unit	Name of the Topic	Hours
1.	ENTREPRENEURSHIP – INTRODUCTION AND PROCESS <ul style="list-style-type: none">• Concept, Competencies, Functions and Risks of entrepreneurship• Entrepreneurial Values& Attitudes and Skills• Mindset of an employee/manager and an entrepreneur• Types of Ownership for Small Businesses<ul style="list-style-type: none">○ Sole proprietorship○ Partnerships○ Joint Stock company- public limited and private limited companies• Difference between entrepreneur and Intrapreneur	10
2.	PREPARATION FOR ENTREPRENEURIAL VENTURES <ul style="list-style-type: none">• Business Idea- Concept, Characteristics of a Promising Business Idea, Uniqueness of the product or service and its competitive advantage over peers.• Feasibility Study – Concept – Locational, Economic, Technical and Environmental Feasibility. Structure and Contents of a standard Feasibility Study Report• Business Plan – Concept, rationale for developing a Business Plan, Structure and Contents of a typical Business Plan• Project Report- Concept, its features and components• Basic components of Financial Statements- Revenue, Expenses (Revenue & capital exp), Gross Profit, Net Profit, Asset, Liability, Cash Flow, working capital, Inventory. Funding Methods-Equity or Debt. <p>Students are just expected to know about the features and key inclusions under, Business Plan and Project Report. <u>They may not be asked to prepare a Business Plan/ Project Report/ Project Feasibility Report in the End of Semester Examination.</u></p>	20

3.	<p>ESTABLISHING SMALL ENTERPRISES</p> <ul style="list-style-type: none"> • Legal Requirements and Compliances needed for establishing a New Unit- <ul style="list-style-type: none"> ○ NOC from Local body ○ Registration of business in DIC ○ Statutory license or clearance ○ Tax compliances 	03
4.	<p>START-UP VENTURES</p> <ul style="list-style-type: none"> • Concept & Features • Mobilisation of resources by start-ups: Financial, Human, Intellectual and Physical • Problems and challenges faced by start-ups. • Start-up Ventures in India – Contemporary Success Stories and Case Studies to be discussed in the class. <p>Case studies have been included in the syllabus to motivate and inspire students toward an entrepreneurial career from the success stories. <u>No questions are to be set from the case studies.</u></p>	04
5.	<p>FINANCING START-UP VENTURES IN INDIA</p> <ul style="list-style-type: none"> • Communication of Ideas to potential investors – Investor Pitch • Equity Funding, Debt funding – by Angel Investors, Venture Capital Funds, Bank loans to start-ups • Govt Initiatives including incubation centre to boost start-up ventures • MSME Registration for Start-ups –its benefits 	06
6.	<p>EXIT STRATEGIES FOR ENTREPRENEURS</p> <ul style="list-style-type: none"> • Merger and acquisition exit, Initial Public Offering (IPO), Liquidation, Bankruptcy – <u>Basic Concept only</u> 	02

Examination Scheme

❖ **End Semester Examination: 60 marks**

Suggested Question Paper Scheme for End Semester Examination

Group A: 20marks

Question Type	Number of questions to be set	Number of questions to be answered
MCQ, Fill in the blanks, True or False (Carrying 1 mark each)	25	20

Group B: 40marks

Question Type	umber of questions to be set	umber of questions to be answered
Subjective Type questions (Carrying 8 marks each)	10	5

❖ Internal Assessment: 40 marks

- Class test : 20 marks
- Assignment: 10 marks
- Class attendance: 10 marks

Suggested Learning Resources

Sl. No.	Title of Book	Author	Publication
1.	Entrepreneurship Development	Sangeeta Sharma	Prentice Hall of India Learning Private Ltd
2.	Entrepreneurship Development	S. Anil Kumar	New Age International
3.	Fundamentals of Entrepreneurship	Sangram Keshari Mohanty	Prentice Hall of India Learning Private Ltd
4.	Fundamentals of Entrepreneurship	Dr. G.K. Varshney	Sahitya Bhawan Publication
5.	Managing New Ventures: Concepts and Cases on Entrepreneurship	Anjan Raichaudhuri	Prentice Hall of India Learning Private Ltd
6.	How to Start a Business in India	Simon Daniel	Buuks, Chennai
7.	Entrepreneurship and Small Business Management	S.S. Khanka	S. Chand & Sons, New Delhi
8.	Entrepreneurship Development and Business Ethics	Abhik Kumar Mukherjee & Shaunak Roy	Oxford University Press
9.	Entrepreneurship Development and Business Ethics	Dr B Chandra & Dr B Biswas	Tee Dee Publications
10.	Entrepreneurship Development Small Business Entrepreneurship	Poornima Charantimath	Pearson Education India

Engineering Economics & Project Management

Course Code:	OE301
Course Title:	Engineering Economics & Project Management
No. of Credits:	3 (L: 3, T: 0, P: 0)
Prerequisites:	NIL
Course Category:	Open Elective (Compulsory for all branches)

Course Objectives:

- To acquire knowledge of basic economics to facilitate the process of economic decision making.
- To acquire knowledge on basic financial management aspects.
- To develop the idea of project plan, from defining and confirming the project goals and objectives, identifying tasks and how goals will be achieved.
- To develop an understanding of key project management skills and strategies.

Group-A

Unit-I (INTRODUCTION, THEORY OF DEMAND & SUPPLY) [9 hours]

Introduction to Engineering Economics, the relationship between Engineering and Economics

Resources, scarcity of resources, and efficient utilization of resources.

Opportunity cost, rationality costs, and benefits

Theory of Demand: the law of demand, different types of demand, determinants of demand, demand function, price elasticity of demand.

Theory of Supply: determinants of supply, supply function.

Market mechanism: Equilibrium, basic comparative static analysis (Numerical problems)

Unit-II (THEORY OF PRODUCTION & COSTS) [10 hours]

: Concept of production (goods & services), Different factors of production (fixed and variable factors), Short-run Production function (Graphical illustration), and Long run production function (returns to scale).

: Theory of Cost: Short-run and long-run cost curves with graphical illustration, basic concept on total cost, fixed cost, variable cost, marginal cost, average cost etc.

: Economic concept of profit, profit maximization (numerical problems)

UNIT-III (DIFFERENT TYPES OF MARKET AND ROLE OF GOVERNMENT) [4 hours]

: Perfect Competition: Features of Perfectly Competitive Market.

: Imperfect Competition: Monopoly, Monopolistic Competition, and Oligopoly.

: Role of government in Socialist, Capitalist and Mixed Economy structure with example.

Group-B

Unit-I (CONCEPT OF PROJECT) [4 hours]

1.1: Definition and classification of projects)1.2: Importance of Project Management.

1.3: Project life Cycle [Conceptualization→Planning→Execution→Termination]

Unit-II (FEASIBILITY ANALYSIS OF A PROJECT) [10 hours]

: Economic and Market analysis.

: Financial analysis: Basic techniques in capital budgeting – Payback period method, Net Present Value method, Internal Rate of Return method.

: Environmental Impact study – adverse impact of the project on the environment.

: Project risk and uncertainty: Technical, economical, socio-political, and environmental risks.

: Evaluation of the financial health of a project – Understanding the basic concept of Fixed & Working Capital, Debt & Equity, Shares, Debentures etc., and different financial ratios like Liquidity Ratios, Activity Ratios, Debt-equity ratio & Profitability Ratio (Basic concept only).

N.B: Knowledge of financial statements is not required; for the estimation of ratios the values of the relevant variables will be provided.

Unit-III (PROJECT ADMINISTRATION) [8 hours]

: Gantt Chart – a system of bar charts for scheduling and reporting the progress of a project (basic concept).

: Concept of Project Evaluation and Review Technique (PERT) and Critical Path method (CPM): basic concept and application with real-life examples.

Examination Scheme:

A. Semester Examination pattern of 60 marks:

1. Objective type Question (MCQ, Fill in the blanks, and Very Short question-1 markeach):
At least five questions from each unit. [total marks:20]

2. Subjective questions: Eight questions to be answered taking at least three fromeach
group. (Two questions should be given from each unit). [total marks: 40]

B. Assignment (10 Marks)

Guideline for Assignment (10 Marks)

Students should be instructed to prepare a report on a project (preferably theMajor Project they prepare in 6
th Semester), using a popular project management software in IT/Computer Laboratory, under the guidance
of theLecturer in Computer Science & Technology and Lecturer in Humanities.

C. Class Test: Two examinations 20 marks each. Take best of two.

D. Attendance: 10 Marks

Suggested reference books:

- 1. Principles of Economics – Case and Fair, Pearson Education
Publication*
- 2. Principles of Economics – Mankiw, Cengage Learning*
- 3. Project planning, analysis, selection, implementation and review –
Prasannachandra – Tata McGraw Hill.*
- 4. Project Management – Gopala krishnan – Mcmillan India Ltd*

Open Elective**Name of the Subject : ECONOMIC POLICIES IN INDIA**

Course Code: MOPMOE 604	Semester: Sixth
Duration:: Seventeen weeks	Marks:100
Theory: 3 hrs./week	Mid Semester Exam.: 20
Tutorial: Nil hr./week	Attendance & Teacher's Assessment: 10 +10
Practical: Nil hrs./week	End Semester Exam.: 60
Credit: 3	

Course Learning Objectives:

The objective of this course is to familiarize the students of different streams with the basic concepts, structure, problems and issues concerning Indian economy.

Course Outcomes:

CO1: Understand Indian economics policy, planning strategies

CO2: It will enable to students to comprehend theoretical and empirical development across countries and region for policy purposes

CO3: Development Economics as a discipline encompasses different approaches to the problems of unemployment, poverty, income generation, industrialization from different perspectives

CO4: Able to identify the problems and capable to decide the application for future development

CO5: Analyze economic issues and find solutions to complex economic problems and take correct economic judgment

Detail Course Content

Unit:1 Basic features and problems of Indian Economy	<ul style="list-style-type: none"> ▪ Economic History of India ▪ Nature of Indian Economy, ▪ Planned Economy, Mixed Economy (changes since 1991) ▪ Demographic features and Human Development Index ▪ Problems of Poverty ▪ Unemployment, ▪ Inflation, ▪ Income inequality ▪ Black money in India. 	Periods:10
Unit:2 Agriculture	<ul style="list-style-type: none"> ▪ Issues in Agriculture sector in India ▪ Components of Green Revolutions ▪ Impact of Green Revolutions ▪ Food Management (Minimum Support Price, Procurement Price, Issue Price, Farm Subsidies) ▪ PDS & Food Subsidy ▪ Agricultural Credits and its impact on Farmers 	Periods:10
Unit : 3 Industrial Policies	<ul style="list-style-type: none"> ▪ A brief review of Industrial Policies up to 1980 ▪ New Industrial Policy 1991 ▪ Disinvestment, Types of Disinvestment, Current Disinvestment Policy ▪ FDI Policy Measures ▪ Make in India. 	Periods:10

Unit : 4 Recent trends in Fiscal and Monetary Policies in India	<ul style="list-style-type: none"> ▪ What is Monetary Policy? What is Fiscal Policy? Difference between Monetary & Fiscal Policy. ▪ Recent trends in Fiscal and Monetary Policies in India 	Periods:5
Unit : 5 External sector in India	<ul style="list-style-type: none"> ▪ Description ▪ Forex Reserves ▪ External Debt ▪ Fixed Currency Regime ▪ Floating Currency Regime ▪ Foreign Exchange Market ▪ Trade Balance, BOP ▪ India's External Performance 	Periods:5
Unit : 6 Service Sector	<ul style="list-style-type: none"> ▪ Importance of Service Sector ▪ Manufacturing Vs. Service ▪ Trade in Service ▪ Different types of services <ul style="list-style-type: none"> - Consultancy Services - Space Services - R&D Services 	Periods:5
Contact Periods : 45	Internal Assessment : 6	Total Periods : 51

Reference Books:

1. Dutt Rudder and K.P.M Sunderam (2017). Indian Economy. S Chand & Co. Ltd. New Delhi.
2. Mishra S.K & V.K Puri (2017). Indian Economy and –Its Development Experience. Himalaya Publishing House.
3. Singh, Ramesh, (2016): Indian Economy, Tata-McGraw Hill Publications, New Delhi.
4. Dhingra, I.C., (2017): March of the Indian Economy, Heed Publications Pvt. Ltd.
5. Karam Singh Gill, (1978): Evolution of the Indian Economy, NCERT, New Delhi
6. Kaushik Basu (2007): The Oxford Companion to Economics of India, Oxford University Press.

Name of the Subject : MAJOR PROJECT Part II

Course Code: MOPMPR302	Semester: Fifth
Duration:: Eleven weeks	Marks: 100
Teaching Scheme:	Examination Scheme:
Theory: Nil hrs./week	Internal Practical Exam : 60 Marks
Tutorial: Nil hrs./week	External Practical Exam : 40 Marks
Practical: 4 hrs./week	
Credit:2	

Course Objective: Project Work is intended to provide opportunity to students to develop understanding of the interrelationship between different courses learnt in the entire diploma programme and to apply the knowledge gained in a way that enables them to develop & demonstrate higher order skills.

After completing this course, the students will be able

1. to understand the Modern Office System
2. to achieve the potentiality to work in a team effectively
3. to understand the gap between academic knowledge and actual real life problem solving knowledge.
4. to prepare the project report in a skill full way.

Course Outcome:

After completing this course, the students will

- CO1: understand the modern office systems
- CO2: develop the ability to work in a team.
- CO3: learn new skills and supplement knowledge
- CO4: analyze the data to prepare the project report in a skill full way.

Detail Course Content

To proceed with the project work it is very important to select a right topic. Project can be undertaken on any subject addressing Modern Office Management. Research and development projects on suggested subject areas should be encouraged.

Suggested Topics:

1. Financial Accounting
2. Office Correspondence.
3. Office Inventory Control
4. Office Purchase Procedure
5. Quality Control
6. Recruitment policy of
7. Conflict Management & grievance handling.
8. Public Relations
9. Performance Appraisal System
10. Fringe benefits
11. Any other topic from curriculum chosen by the student or suggested by the teacher

As per AICTE guidelines the Major Project is spread out in both Fifth & Sixth Semesters as Major Project Part I & Major Project Part II . The students of 5th semester should attain 40 to 50% of “Major Project” work. Remaining part will be completed by the students in sixth semester.

Guidelines:

- i. To proceed with the project work it is very important to select a right topic. Project can be undertaken on any subject addressing Organizational issues. Research and development projects on problems of practical and theoretical interest should be encouraged.
- ii. Project work must be carried out by the group of at least two students and maximum three and must be original.
- iii. Students can certainly take ideas from anywhere, but be sure that they should evolve them in the unique way to suit their project requirements.
- iv. The project work can be undertaken in a research institute or organization/company/any business establishment.
- v. Student must consult internal guide along with external guide (if any) in selection of topic.
- vi. Internal Guide will take decision regarding selection of projects.
- vii. Student has to submit weekly progress report to the internal guide. This progress report can be used for awarding term work marks.

Major Project-I Report Format:

At the end of semester the project report should be submitted by the students. The project report should preferably contain at least following details:-

1. Critical Appraisal.
2. Suggestion.
3. Conclusion.

Distribution of marks for term work shall be as follows:

Weekly Attendance on Project Day
Project work contribute
Project Report (Spiral Bound)