



# TAGORE INSTITUTE OF ENGINEERING AND TECHNOLOGY

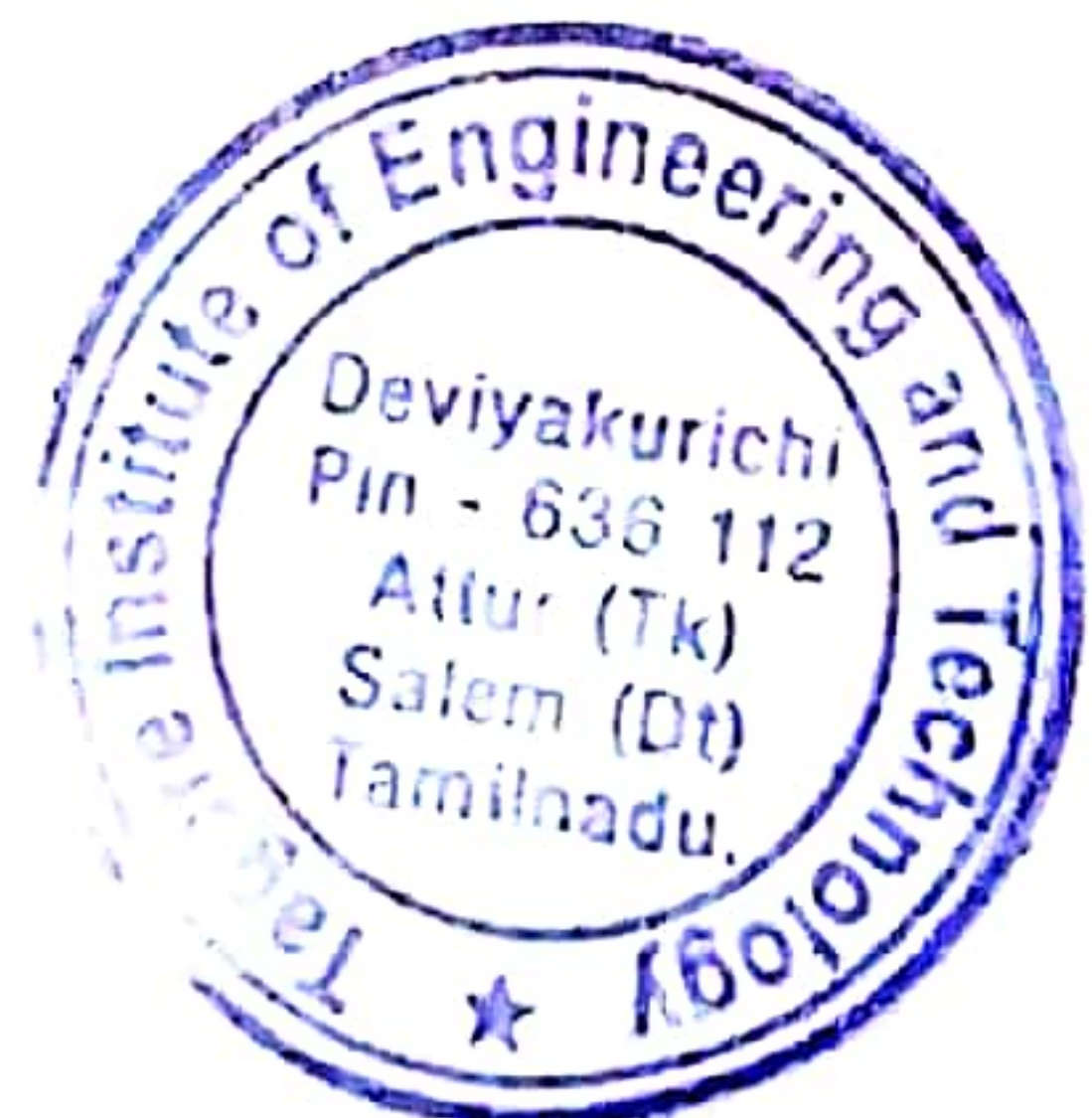
(Approved by AICTE, New Delhi & Affiliated to Anna University, Chennai)

Deviyakurichi-636112, Attur (Tk), Salem (Dt.), Tamilnadu

Tel.No:04282-231374/231474; [www.tagoreiet.ac.in](http://www.tagoreiet.ac.in)

## 7.1.15. The institution offers a course on Human Values and professional Ethics

Sl. No	Core courses related to	Name of the course
1	Human values	Industrial Relation and labour welfare
2		Legal aspects of Business
3		Organizational Behaviour
4		Human Resource Management
5	Professional Ethics	Business Ethics, Corporate Social Responsibility and Governance
6		Entrepreneurship Development
7		Professional Ethics in Engineering
8		Total Quality Management



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## Human values:

### Industrial Relation and labor welfare

The course inculcates management of human resources. Also, it differentiates between personnel management and human resource management. It also includes, manpower planning objectives, estimating manpower requirement, recruitment and selection process, main resources of recruitment, assessment devices, retention of manpower, succession planning, merit rating etc.

### Legal aspects of Business

The law governs every aspect of our personal and business lives. Whether we realise it or not, everyone engages in activities on a daily basis that have legal implications. Whether you're purchasing groceries in a supermarket or entering into multi-million dollar contracts, it is the law that governs these transactions. Whether setting up a small business or engaging in the takeover of a large corporation, there are fundamental legal issues involved. To engage in such transactions without a basic knowledge of the law is to invite disaster.

### Organizational Behaviour

The study the behaviour of individuals and groups as part of the social and technical system in the workplace. They examine individual and group behaviour, communication, conflict and various management styles, motivational techniques and coordination in the work environment and apply these concepts to the development of an organization's human resources.

### Human Resource Management

The course inculcates the development, implementation, and evaluation of employee recruitment, selection, and retention plans and processes. Administer and contribute to the design and evaluation of the performance management program.



62  
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## Professional Ethics:

### Business Ethics, Corporate Social Responsibility and Governance,

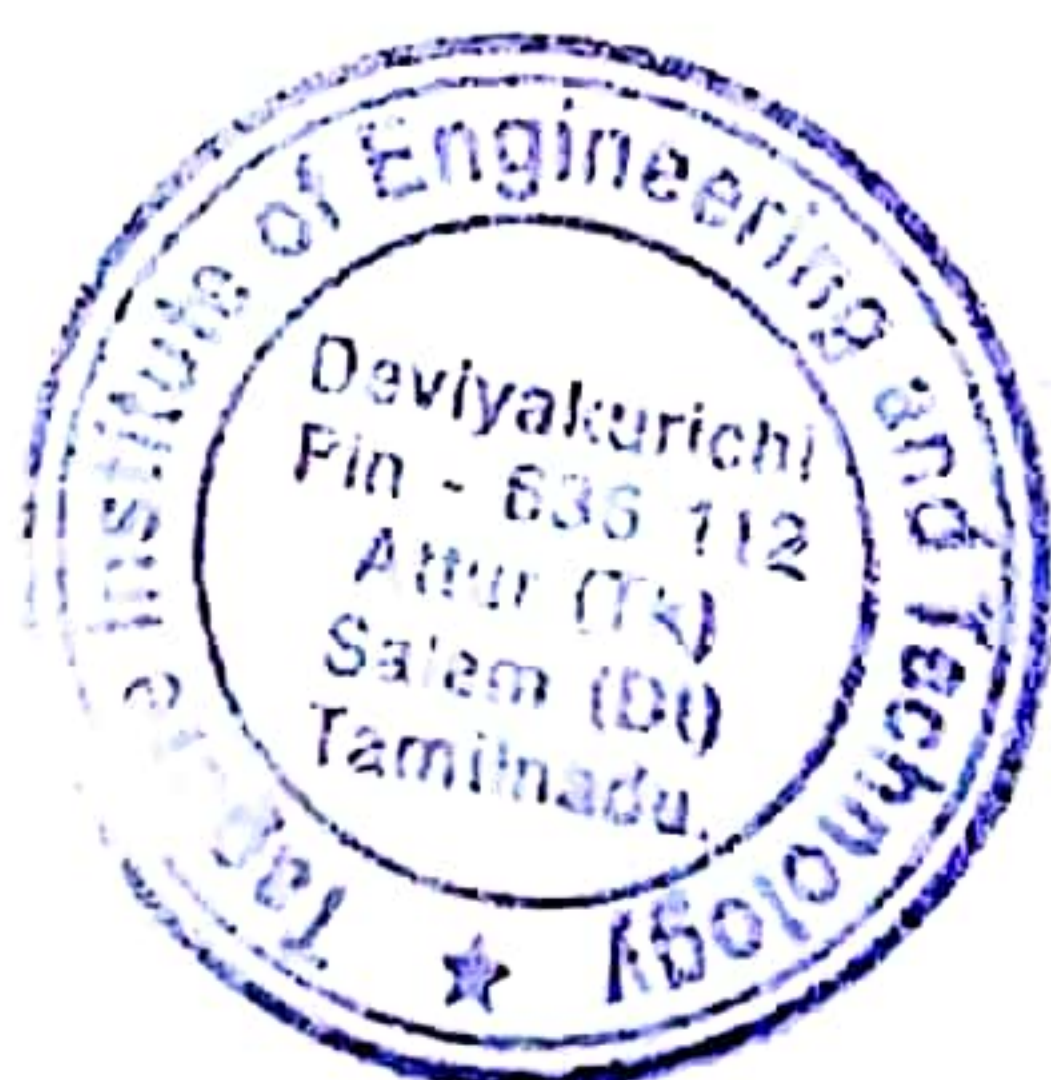
This course examines the principles and practice of business ethics and CSR. Links are made with the Management and Marketing Across Cultures course, where the cultural differences towards corporate social responsibility is discussed, and thereby enabling students to consider the international dimensions of the debate. Accordingly, this course provides an understanding of business ethics as a discipline of applied ethics, introducing and evaluating critically the historical and the conceptual and philosophical underpinnings of business ethics.

### Entrepreneurship Development

This study further caters them to study the concepts of creating entrepreneurial venture and project management, the role of central government and state government in entrepreneurship development, the concepts of management theories and managerial work, project and marketing management. Thus contribute them for enriching human values & professional ethics in to curriculum. The students of this course have been evaluated by in semester and end semester theory examinations.

### Professional Ethics in Engineering

Professional ethics is the underlying concept behind the successful accomplishment of any act of a professional towards achieving the individual and societal goals. These goals should ultimately result in morally, legally, ethically and even culturally acceptable good things for all. Engineers being special group of professionals need to be more conscious of their acts since their duties, rights and responsibilities permeate into the society and the surroundings. To practice professional ethics, understanding of values and concepts are essential.



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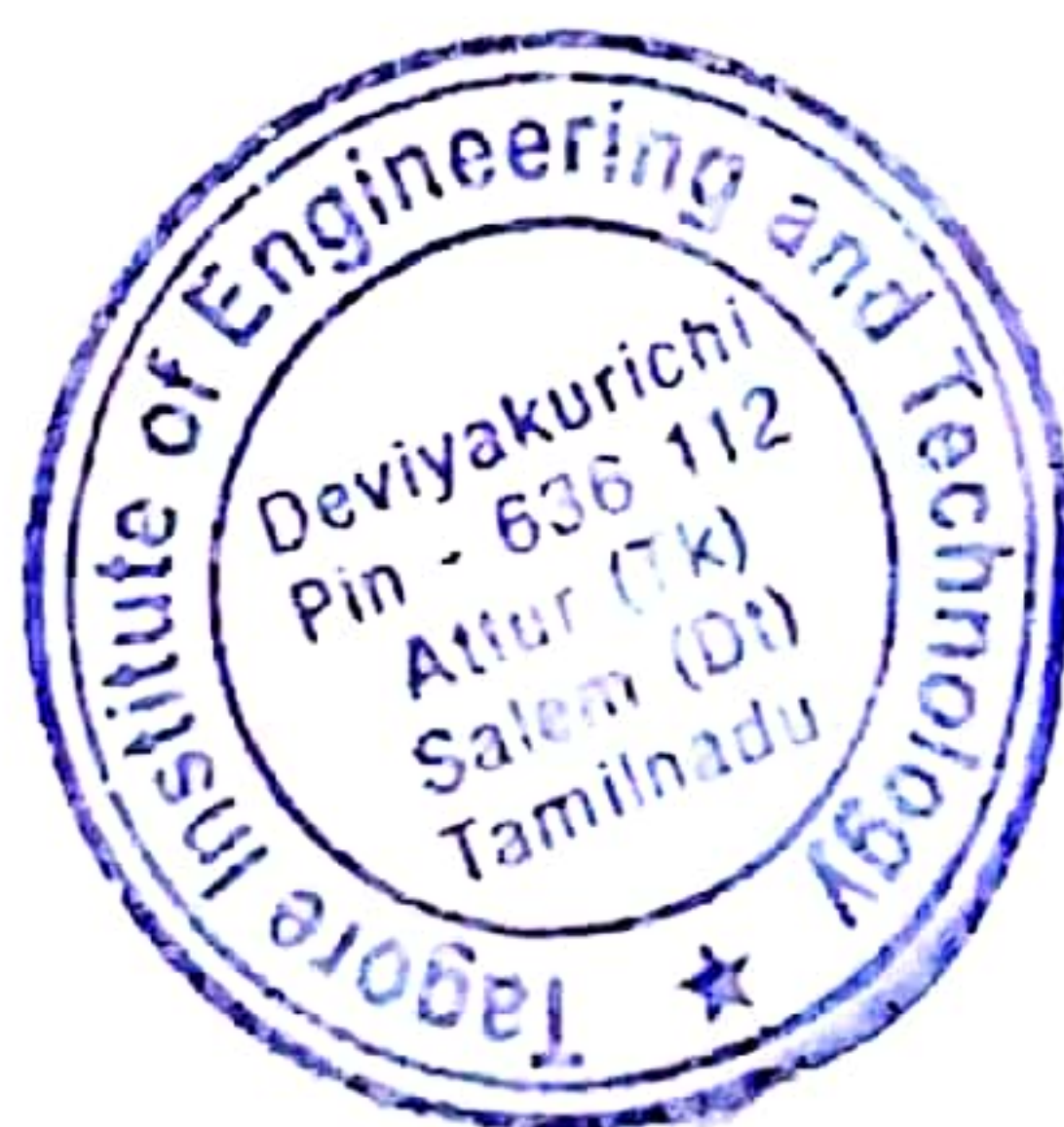
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## Total Quality Management

This curriculum helps to develop in students:

- Strengthened competitive position
- Adaptability to changing or emerging market conditions and to environmental and other government regulations
- Higher productivity
- Enhanced market image
- Elimination of defects and waste
- Reduced costs and better cost management
- Higher profitability
- Improved customer focus and satisfaction
- Increased customer loyalty and retention
- Increased job security
- Improved employee morale
- Enhanced shareholder and stakeholder value
- Improved and innovative processes



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BA7034 INDUSTRIAL RELATIONS AND LABOUR WELFARE L T P C  
3 0 0 3

## COURSE OBJECTIVE:

- To explore contemporary knowledge and gain a conceptual understanding of industrial relations.

## UNIT I INDUSTRIAL RELATIONS 7

Concepts – Importance – Industrial Relations problems in the Public Sector – Growth of Trade

Unions – Codes of conduct.

## UNIT II INDUSTRIAL CONFLICTS 12

Disputes – Impact – Causes – Strikes – Prevention – Industrial Peace – Government Machinery –

Conciliation – Arbitration – Adjudication.

## UNIT III LABOUR WELFARE 8

Concept – Objectives – Scope – Need – Voluntary Welfare Measures – Statutory Welfare

Measures – Labour – Welfare Funds – Education and Training Schemes.

## UNIT IV INDUSTRIAL SAFETY 9

Causes of Accidents – Prevention – Safety Provisions – Industrial Health and Hygiene –

Importance – Problems – Occupational Hazards – Diseases – Psychological problems –

Counseling – Statutory Provisions.

## UNIT V WELFARE OF SPECIAL CATEGORIES OF LABOUR 9

Child Labour – Female Labour – Contract Labour – Construction Labour – Agricultural Labour –

Differently abled Labour – BPO & KPO Labour - Social Assistance – Social Security – Implications.

**TOTAL: 45 PERIODS**

## COURSE OUTCOME:

Students will know how to resolve industrial relations and human relations problems and promote welfare of industrial labour.

## TEXT BOOKS

- Mamoria C.B. and Sathish Mamoria, Dynamics of Industrial Relations, Himalaya Publishing



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House, New Delhi, 2007.

2. Arun Monappa, Ranjeet Nambudiri, Patturaja Selvaraj. Industrial relations & Labour Laws. Tata McGraw Hill. 2012

## REFERENCES

1. Ratna Sen, Industrial Relations in India, Shifting Paradigms, Macmillan India Ltd., New Delhi, 2007.
2. C.S.Venkata Ratnam, Globalisation and Labour Management Relations, Response Books, 2007.
3. Srivastava, Industrial Relations and Labour laws, Vikas, 2007.
4. P.N.Singh, Neeraj Kumar. Employee relations Management. Pearson. 2011.
5. P.R.N Sinha, Indu Bala Sinha, Seema Priyadarshini Shekhar. Industrial Relations, Trade Unions and Labour Legislation. Pearson. 2004StudentsFocus.com

BA7107

LEGAL ASPECTS OF BUSINESS

L T P C

3 0 0 3

## COURSE OBJECTIVE:

- To create the knowledge of Legal perspective and its practices to improvise the business.

## UNIT I COMMERCIAL LAW

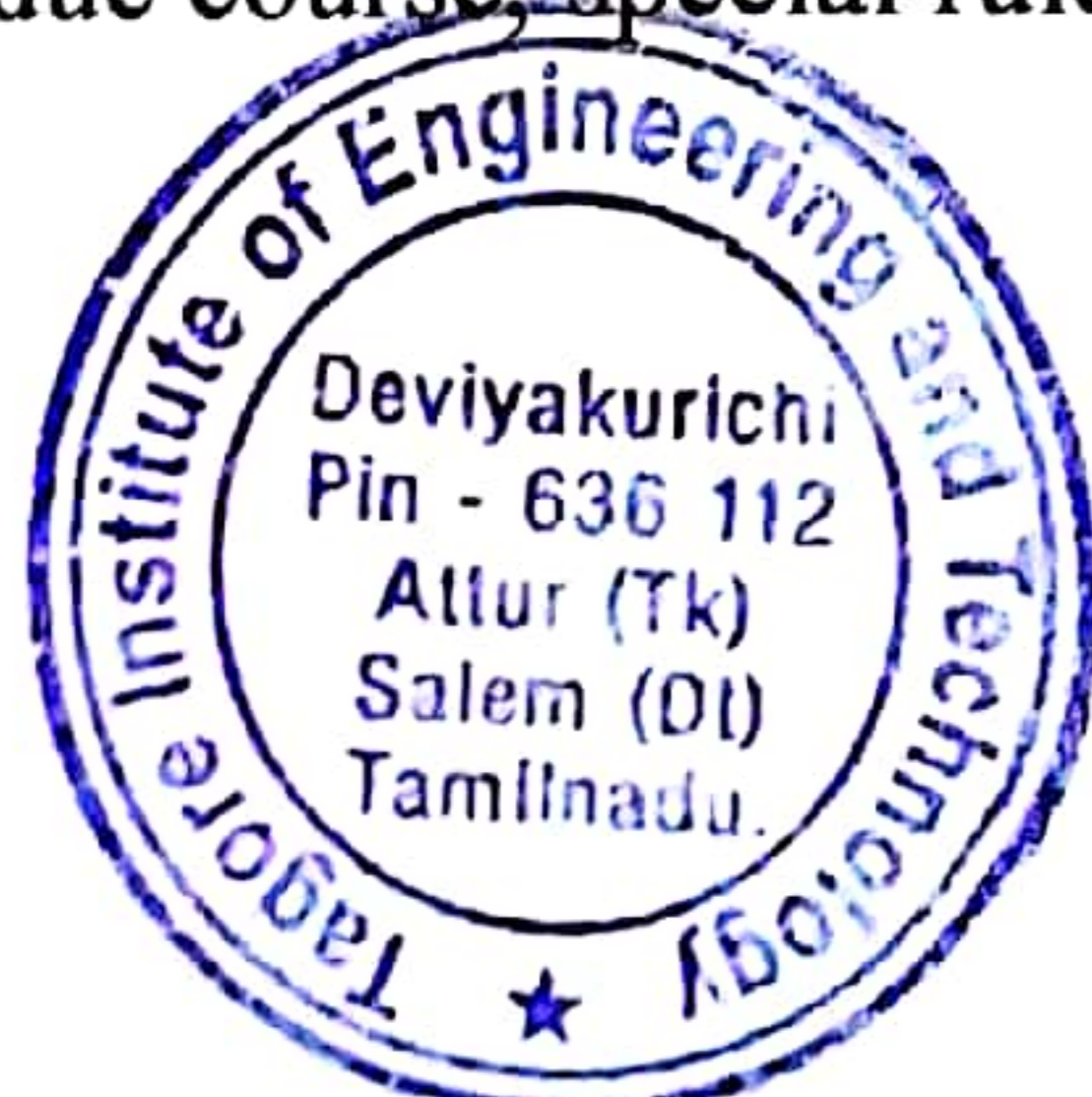
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### THE INDIAN CONTRACT ACT 1872

Definition of contract, essentials elements and types of a contract, Formation of a contract, performance of contracts, breach of contract and its remedies, Quasi contracts - Contract Of Agency: Nature of agency, Creation and types of agents, Authority and liability of Agent and principal: Rights and duties of principal and agents, termination of agency.

### THE SALE OF GOODS ACT 1930

Nature of Sales contract, Documents of title, risk of loss, Guarantees and Warranties, performance of sales contracts, conditional sales and rights of an unpaid seller - Negotiable Instruments Act 1881: Nature and requisites of negotiable instruments. Types of negotiable instruments, liability of parties, holder in due course, special rules for Cheque and drafts, discharge of negotiable instruments.



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## UNIT II COMPANY LAW

9

Major principles – Nature and types of companies, Formation, Memorandum and Articles of Association, Prospectus, Power, duties and liabilities of Directors, winding up of companies, Corporate Governance.

## UNIT III INDUSTRIAL LAW

9

An Overview of Factories Act - Payment of Wages Act - Payment of Bonus Act - Industrial Disputes Act.

## UNIT IV INCOME TAX ACT AND SALES TAX ACT

9

Corporate Tax Planning, Overview of central Sales Tax Act 1956 – Definitions, Scope, Incidence of CST, Practical issues of CST, Value Added Tax – Concepts, Scope, Methods of VAT Calculation, Practical Implications of VAT.

## UNIT V CONSUMER PROTECTION ACT AND INTRODUCTION OF CYBER LAWS

9

Consumer Protection Act – Consumer rights, Procedures for Consumer greivances redressal, Types of consumer Redressal Machinaries and Forums- Competition Act 2002 - Cyber cvimes, IT Act 2000 and 2002, Cyber Laws, Introduction of IPR – Copy rights, Trade marks, Patent Act.

## TOTAL: 45 PERIODS

## COURSE OUTCOME:

Legal insight will be established in the business practices according to the situation of changing environment.

## TEXT BOOKS

1. N. D. Kapoor, Elements of mercantile Law, Sultan Chand and Company, India, 2006.
2. P. K. Goel, Business Law for Managers, Biztantatara Publishers, India, 2008.
3. Akhileshwar Pathack, Legal Aspects of Business, 4th Edition, Tata McGraw Hill, 2009.  
StudentsFocus.com 11

## REFERENCES

1. P. P. S. Gogna, Mercantile Law, S. Chand & Co. Ltd., India, Fourth Edition, 2008.
2. Dr. Vinod, K. Singhania, Direct Taxes Planning and Management, 2008.



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3. Richard Stim, Intellectual Property- Copy Rights, Trade Marks, and Patents, Cengage Learning, 2008.
4. Balachandran V., Legal Aspects of Business, Tata McGraw Hill, 2012
5. Daniel Albuquerque, Legal Aspect of Business, Oxford, 2012
6. Ravinder Kumar– Legal Aspect of Business.– Cengage Learning, 2nd Edition-2011.

BA7105

ORGANIZATIONAL BEHAVIOUR

L T P C

3 0 0 3

## COURSE OBJECTIVE:

- To provide an overview of theories and practices in organizational behavior in individual, group and organizational level.

## UNIT I FOCUS AND PURPOSE

5

Definition, need and importance of organizational behaviour – Nature and scope – Frame work – Organizational behaviour models.

## UNIT II INDIVIDUAL BEHAVIOUR

12

Personality – types – Factors influencing personality – Theories – Learning – Types of learners – The learning process – Learning theories – Organizational behaviour modification. Misbehaviour – Types – Management Intervention. Emotions - Emotional Labour – Emotional Intelligence – Theories. Attitudes – Characteristics – Components – Formation – Measurement- Values. Perceptions – Importance – Factors influencing perception – Interpersonal perception- Impression Management. Motivation – Importance – Types – Effects on work behavior.

## UNIT III GROUP BEHAVIOUR

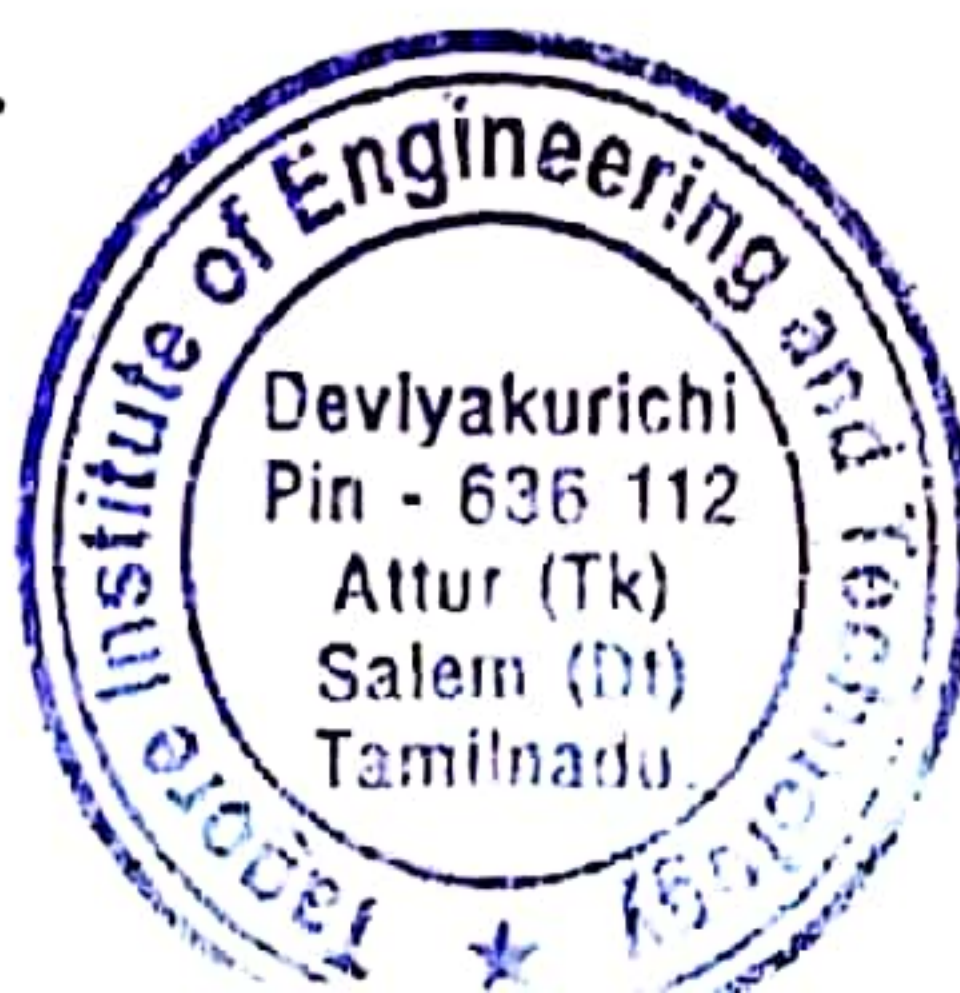
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Organization structure – Formation – Groups in organizations – Influence – Group dynamics – Emergence of informal leaders and working norms – Group decision making techniques – Team building - Interpersonal relations – Communication – Control.

## UNIT IV LEADERSHIP AND POWER

8

Meaning – Importance – Leadership styles – Theories – Leaders Vs Managers – Sources of power – Power centers – Power and Politics.



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## UNIT V DYNAMICS OF ORGANIZATIONAL BEHAVIOUR

10

Organizational culture and climate – Factors affecting organizational climate – Importance. Job satisfaction – Determinants – Measurements – Influence on behavior. Organizational change – Importance – Stability Vs Change – Proactive Vs Reaction change – the change process – Resistance to change – Managing change. Stress – Work Stressors – Prevention and Management of stress – Balancing work and Life. Organizational development – Characteristics – objectives –. Organizational effectiveness  
Developing Gender sensitive workplace

**TOTAL: 45 PERIODS**

### COURSE OUTCOME:

Students will have a better understanding of human behavior in organization. They will know the framework for managing individual and group performance.

### TEXT BOOKS

1. Stephen P. Robins, Organisational Behavior, PHI Learning / Pearson Education, 11th edition, 2008.
2. Fred Luthans, Organisational Behavior, McGraw Hill, 11th Edition, 2001.

### REFERENCES

1. Mc Shane & Von Glinov, Organisational Behaviour, 4th Edition, Tata Mc Graw Hill, 2007.
2. Nelson, Quick, Khandelwal. ORGB – An innovative approach to learning and teaching. Cengage learning. 2nd edition. 2012
3. Ivancevich, Konopaske & Maheson, Organisational Behaviour & Management, 7th edition, Tata McGraw Hill, 2008.
4. Udai Pareek, Understanding Organisational Behaviour, 3rd Edition, Oxford Higher Education, 2011.
5. Jerald Greenberg, Behaviour in Organization, PHI Learning. 10th edition. 2011



52  
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BA7204

HUMAN RESOURCE MANAGEMENT

L T P C

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## COURSE OBJECTIVE:

- To provide knowledge about management issues related to staffing, training, performance, compensation, human factors consideration and compliance with human resource requirements.

## UNIT I PERSPECTIVES IN HUMAN RESOURCE MANAGEMENT

5

Evolution of human resource management – The importance of the human factor – Challenges – Inclusive growth and affirmative action -Role of human resource manager – Human resource policies – Computer applications in human resource management – Human resource accounting and audit.

## UNIT II THE CONCEPT OF BEST FIT EMPLOYEE

8

Importance of Human Resource Planning – Forecasting human resource requirement –matching supply and demand - Internal and External sources. Recruitment - Selection – induction – Socialization benefits.

## UNIT III TRAINING AND EXECUTIVE DEVELOPMENT

10

Types of training methods –purpose- benefits- resistance. Executive development programmes – Common practices - Benefits – Self development – Knowledge management.

## UNIT IV SUSTAINING EMPLOYEE INTEREST

12

Compensation plan – Reward – Motivation – Application of theories of motivation – Career management – Development of mentor – Protégé relationships.

## UNIT V PERFORMANCE EVALUATION AND CONTROL PROCESS

10

Method of performance evaluation – Feedback – Industry practices. Promotion, Demotion, Transfer and Separation – Implication of job change. The control process – Importance – Methods – Requirement of effective control systems grievances – Causes – Implications – Redressal methods.

**TOTAL: 45 PERIODS**



  
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## COURSE OUTCOME:

Students will gain knowledge and skills needed for success as a human resources professional

## TEXT BOOKS

1. Dessler Human Resource Management, Pearson Education Limited, 2007.
2. Decenzo and Robbins, Human Resource Management, Wiley, 8th Edition, 2007.

## REFERENCES

1. Luis R.Gomez-Mejia, David B.Balkin, Robert L Cardy. Managing Human Resource. PHI Learning, 2012
2. Bernadin , Human Resource Management ,Tata Mcgraw Hill ,8th edition 2012.
3. Wayne Cascio, Managing Human Resource, McGraw Hill, 2007.
4. Ivancevich, Human Resource Management, McGraw Hill 2012.
5. Uday Kumar Haldar, Juthika Sarkar. Human Resource management. Oxford. 2012]

BA7402

**BUSINESS ETHICS, CORPORATE SOCIAL  
RESPONSIBILITY AND GOVERNANCE**

**L T P C  
3 0 0 3**

## COURSE OBJECTIVE:

- To have grounding on theory through the understanding of real life situations and cases.

## UNIT I INTRODUCTION

9

Definition & nature Business ethics, Characteristics, Ethical theories; Causes of unethical behavior; Ethical abuses; Work ethics; Code of conduct; Public good.

## UNIT II ETHICS THEORY AND BEYOND

9

Management of Ethics - Ethics analysis [ Hosmer model ]; Ethical dilemma; Ethics in practice - ethics for managers; Role and function of ethical managers- Comparative ethical behaviour of managers; Code of ethics; Competitiveness, organizational size, profitability and ethics; Cost of ethics in Corporate ethics evaluation. Business and ecological / environmental issues in the Indian context and case studies.



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## UNIT III LEGAL ASPECTS OF ETHICS

9

Political – legal environment; Provisions of the Indian constitution pertaining to Business; Political setup – major characteristics and their implications for business; Prominent features of MRTP & FERA. Social – cultural environment and their impact on business operations, Salient features of Indian culture and values.

## UNIT IV ENVIRONMENTAL ETHICS

9

Economic Environment; Philosophy of economic growth and its implications for business, Main features of Economic Planning with respect to business; Industrial policy and framework of government contract over Business; Role of chamber of commerce and confederation of Indian Industries.

## UNIT V CORPORATE SOCIAL RESPONSIBILITY AND GOVERNANCE

9

Definition- Evolution- Need for CSR; Theoretical perspectives; Corporate citizenship; Business practices; Strategies for CSR; Challenges and implementation; Evolution of corporate governance; Governance practices and regulation; Structure and development of boards; Role of capital market and government; Governance ratings; Future of governance- innovative practices; Case studies with lessons learnt.

**TOTAL: 45 PERIODS**

### COURSE OUTCOME:

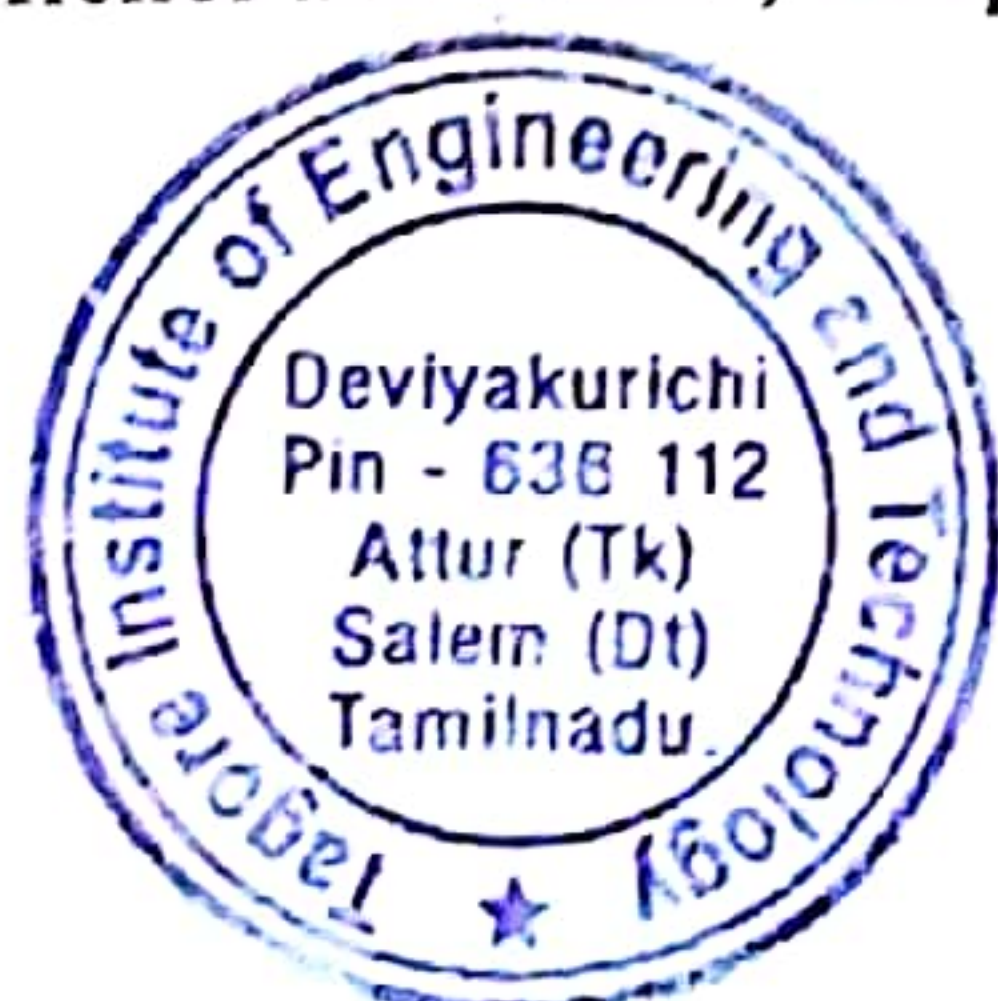
To understand ethical issues in workplace and be able to find solution for „most good“.

### TEXT BOOKS

1. S.A. Sherlekar, Ethics in Management, Himalaya Publishing House, 2009.
2. William B. Werther and David B. Chandler, Strategic corporate social responsibility, Sage Publications Inc., 2011
3. Robert A.G. Monks and Nell Minow, Corporate governance, John Wiley and Sons, 2011.

### REFERENCES

1. W.H. Shaw, Business Ethics, Cengage Learning, 2007.
2. Beeslory, Michel and Evens, Corporate Social Responsibility, Taylor and Francis, 1978.



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3. Philip Kotler and Nancy Lee, Corporate social responsibility: doing the most good for company and your cause, Wiley, 2005.
4. Subhabrata Bobby Banerjee, Corporate social responsibility: the good, the bad and the ugly, Edward Elgar Publishing, 2007.
5. Satheesh kumar, Corporate governance, Oxford University, Press, 2010.
6. Bob Tricker, Corporate governance- Principles, policies and practices, Oxford University Press, 2009.
7. Larue Tone Hosmer and Richard D., The Ethics of Management, Irwin Inc., 1995.
8. Joseph A. Petrick and John F. Quinn, Management Ethics - integrity at work, Sage, 1997.

BA8023

ENTERPRENEURSHIP DEVELOPMENT

L T P C

3 0 0 3

## COURSE OBJECTIVE:

- To develop and strengthen entrepreneurial quality and motivation in students. To impart basic entrepreneurial skills and understandings to run a business efficiently and effectively.

## COURSE OUTCOME:

Students will gain knowledge and skills needed to run a business.

### UNIT I ENTREPRENEURIAL COMPETENCE

6

Entrepreneurship concept – Entrepreneurship as a Career – Entrepreneurial Personality - Characteristics of Successful, Entrepreneur – Knowledge and Skills of Entrepreneur.

### UNIT II ENTREPRENEURIAL ENVIRONMENT

12

Business Environment - Role of Family and Society - Entrepreneurship Development Training and Other Support Organisational Services - Central and State Government Industrial Policies and Regulations - International Business.

### UNIT III BUSINESS PLAN PREPARATION

12



  
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Sources of Product for Business - Prefeasibility Study - Criteria for Selection of Product - Ownership - Capital - Budgeting Project Profile Preparation - Matching Entrepreneur with the Project - Feasibility Report Preparation and Evaluation Criteria.

## UNIT IV LAUNCHING OF SMALL BUSINESS 10

Finance and Human Resource Mobilization Operations Planning - Market and Channel Selection - Growth Strategies - Product Launching – Incubation, Venture capital, IT startups.

## UNIT V MANAGEMENT OF SMALL BUSINESS 5

Monitoring and Evaluation of Business - Preventing Sickness and Rehabilitation of Business Units- Effective Management of small Business.

**TOTAL: 45 PERIODS**

### TEXTBOOKS

1. Hisrich, Entrepreneurship, Tata McGraw Hill, New Delhi, 2001.
2. S.S.Khanka, Entrepreneurial Development, S.Chand and Company Limited, New Delhi, 2001.

### REFERENCES

1. Mathew Manimala, Entrepreneurship Theory at the Crossroads, Paradigms & Praxis, Biztrantra ,2nd Edition ,2005
2. Prasanna Chandra, Projects – Planning, Analysis, Selection, Implementation and Reviews, Tata McGraw-Hill, 1996.
3. P.Saravanavel, Entrepreneurial Development, Ess Pee kay Publishing House, Chennai -1997.
4. Arya Kumar. Entrepreneurship. Pearson. 2012
5. Donald F Kuratko, T.V Rao. Entrepreneurship: A South Asian perspective. Cengage Learning. 2012.

**GE6075**

**PROFESSIONAL ETHICS IN ENGINEERING**

**L T P C**

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### OBJECTIVES:

- To enable the students to create an awareness on Engineering Ethics and Human Values, to instill Moral and Social Values and Loyalty and to appreciate the rights of others.



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## UNIT I HUMAN VALUES

10

Morals, values and Ethics – Integrity – Work ethic – Service learning – Civic virtue – Respect for others – Living peacefully – Caring – Sharing – Honesty – Courage – Valuing time – Cooperation – Commitment – Empathy – Self confidence – Character – Spirituality – Introduction to Yoga and meditation for professional excellence and stress management.

## UNIT II ENGINEERING ETHICS

9

Senses of „Engineering Ethics“ – Variety of moral issues – Types of inquiry – Moral dilemmas – Moral Autonomy – Kohlberg“s theory – Gilligan“s theory – Consensus and Controversy – Models of professional roles - Theories about right action – Self-interest – Customs and Religion – Uses of Ethical Theories

## UNIT III ENGINEERING AS SOCIAL EXPERIMENTATION

9

Engineering as Experimentation – Engineers as responsible Experimenters – Codes of Ethics – A Balanced Outlook on Law.

## UNIT IV SAFETY, RESPONSIBILITIES AND RIGHTS

9

Safety and Risk – Assessment of Safety and Risk – Risk Benefit Analysis and Reducing Risk - Respect for Authority – Collective Bargaining – Confidentiality – Conflicts of Interest – Occupational Crime – Professional Rights – Employee Rights – Intellectual Property Rights (IPR) – Discrimination

## UNIT V GLOBAL ISSUES

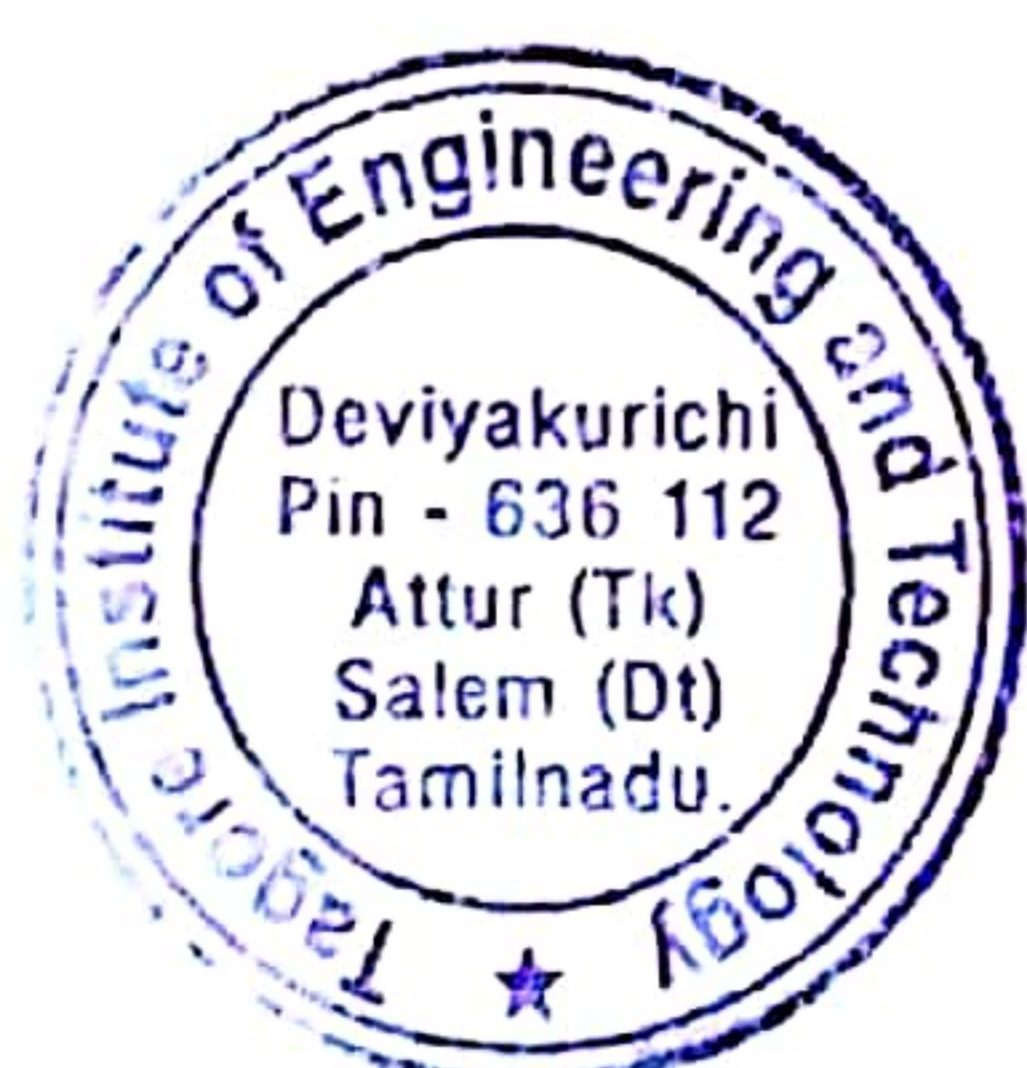
8

Multinational Corporations – Environmental Ethics – Computer Ethics – Weapons Development – Engineers as Managers – Consulting Engineers – Engineers as Expert Witnesses and Advisors – Moral Leadership – Code of Conduct – Corporate Social Responsibility

**TOTAL: 45 PERIODS**

## OUTCOMES:

Upon completion of the course, the student should be able to apply ethics in society, discuss the ethical issues related to engineering and realize the responsibilities and rights in the society



  
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## TEXTBOOKS:

1. Mike W. Martin and Roland Schinzinger, "Ethics in Engineering", Tata McGraw Hill, New Delhi, 2003.
2. Govindarajan M, Natarajan S, Senthil Kumar V. S, "Engineering Ethics", Prentice Hall of India, New Delhi, 2004. 108

## REFERENCES:

1. Charles B. Fleddermann, "Engineering Ethics", Pearson Prentice Hall, New Jersey, 2004.
2. Charles E. Harris, Michael S. Pritchard and Michael J. Rabins, "Engineering Ethics – Concepts and Cases", Cengage Learning, 2009
3. John R Boatright, "Ethics and the Conduct of Business", Pearson Education, New Delhi, 2003
4. Edmund G Seebauer and Robert L Barry, "Fundamentals of Ethics for Scientists and Engineers", Oxford University Press, Oxford, 2001
5. Laura P. Hartman and Joe Desjardins, "Business Ethics: Decision Making for Personal Integrity and Social Responsibility" Mc Graw Hill education, India Pvt. Ltd., New Delhi 2013.
6. World Community Service Centre, „ Value Education“, Vethathiri publications, Erode, 2011

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TOTAL QUALITY MANAGEMENT

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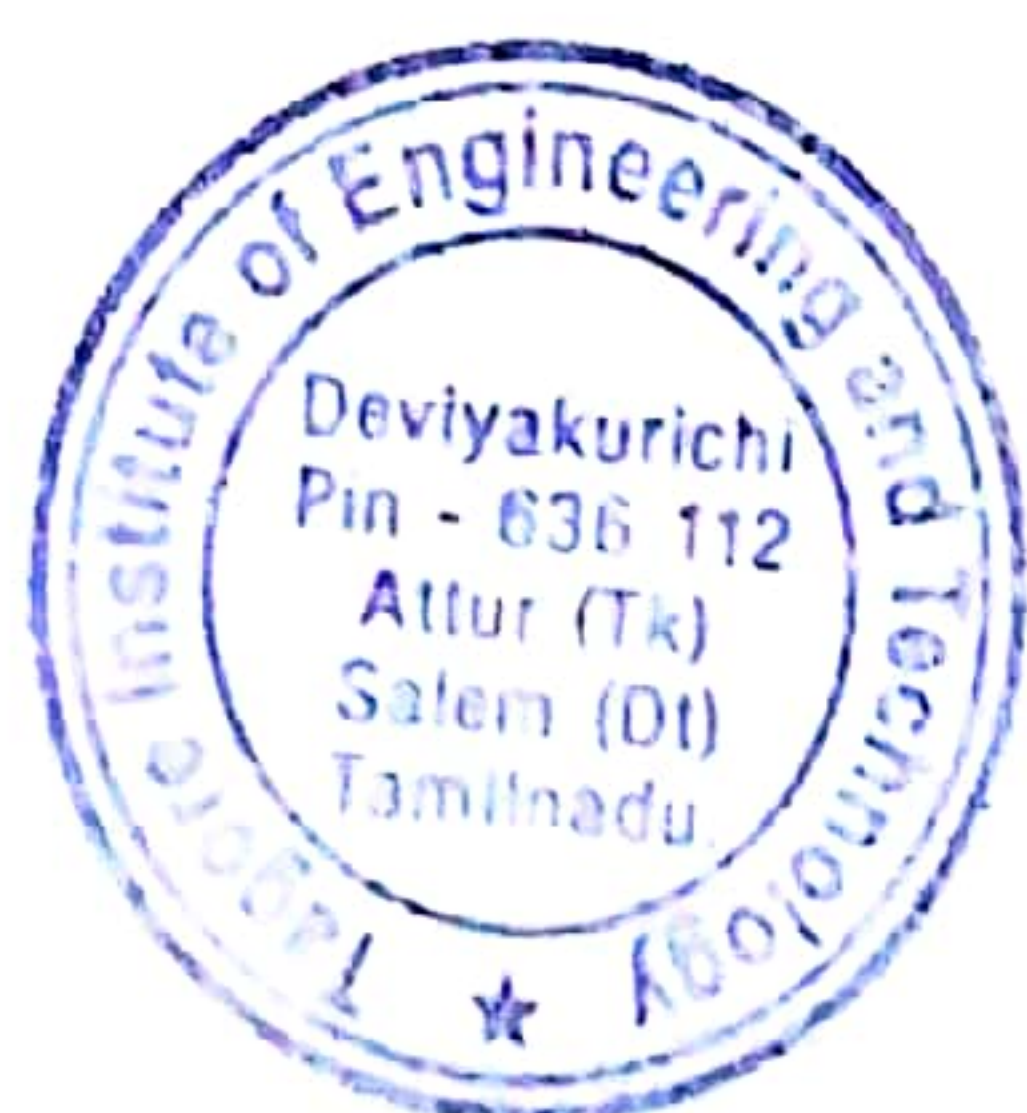
## OBJECTIVES:

- To facilitate the understanding of Quality Management principles and process.

## UNIT I INTRODUCTION

9

Introduction - Need for quality - Evolution of quality - Definitions of quality - Dimensions of product and service quality - Basic concepts of TQM - TQM Framework - Contributions of Deming, Juran and Crosby - Barriers to TQM - Quality statements - Customer focus - Customer orientation, Customer satisfaction, Customer complaints, Customer retention - Costs of quality. 82



  
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## UNIT II TQM PRINCIPLES

9

Leadership - Strategic quality planning, Quality Councils - Employee involvement - Motivation, Empowerment, Team and Teamwork, Quality circles Recognition and Reward, Performance appraisal - Continuous process improvement - PDCA cycle, 5S, Kaizen - Supplier partnership - Partnering, Supplier selection, Supplier Rating.

## UNIT III TQM TOOLS AND TECHNIQUES I

9

The seven traditional tools of quality - New management tools - Six sigma: Concepts, Methodology, applications to manufacturing, service sector including IT - Bench marking - Reason to bench mark, Bench marking process - FMEA - Stages, Types.

## UNIT IV TQM TOOLS AND TECHNIQUES II

9

Control Charts - Process Capability - Concepts of Six Sigma - Quality Function Development (QFD) - Taguchi quality loss function - TPM - Concepts, improvement needs - Performance measures.

## UNIT V QUALITY SYSTEMS

9

Need for ISO 9000 - ISO 9001-2008 Quality System - Elements, Documentation, Quality Auditing - QS 9000 - ISO 14000 - Concepts, Requirements and Benefits - TQM Implementation in manufacturing and service sectors..

**TOTAL: 45 PERIODS**

### OUTCOMES :

- The student would be able to apply the tools and techniques of quality management to manufacturing and services processes.

### TEXTBOOK:

1. Dale H. Besterfield, et al., "Total quality Management", Pearson Education Asia, Third Edition, Indian , Reprint 2006.

### REFERENCES:

1. James R. Evans and William M. Lindsay, "The Management and Control of Quality", 8 th Edition, First Indian Edition, Cengage Learning, 2012.



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2. Suganthi . L and Anand Samuel, "Total Quality Management", Prentice Hall (India) Pvt. Ltd., 2006
3. Janakiraman. B and Gopal .R.K., "Total Quality Management - Text and Cases", Prentice Hall (India) Pvt. Ltd., 2006.



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