

BUSM 7014 COMPLIANCE MANAGEMENT

Credit Points 10

Legacy Code 200776

Coordinator Premaratne Samaranayake (<https://directory.westernsydney.edu.au/search/name/PremaratneSamaranayake/>)

Description This unit comprises three modules that focus on quality management, risk management, and performance measurement and benchmarking. The quality systems module explores quality management principles, systems, and frameworks, and the role that quality management plays in creating customer value, improving competitiveness and enhancing organisational effectiveness. The risk management module examines the important risks that need to be managed by businesses, especially in a global business setting, and introduces common frameworks that can be used to develop risk management strategies. The performance measurement and benchmarking module elaborates upon the evolution of performance measurement frameworks and introduces approaches that can be used by businesses to assess the status of their business processes and enhance performance through benchmarking. It will draw upon the concepts and theories covered in the quality and risk management modules. All three modules incorporate aspects related to economic, social and environmental responsibility. Students are required to study all three modules.

School Business

Student Contribution Band HECS Band 4 10cp

Level Postgraduate Coursework Level 7 subject

Equivalent Subjects LGYA 4463 - Management of Quality

Incompatible Subjects BUSM 7074 - Performance Measurement and Benchmarking LGYB 9039 - Risk Management

Restrictions

Students must be enrolled in a postgraduate program.

Learning Outcomes

On successful completion of this subject, students should be able to:

1. Explain the features of compliance management within a business setting;
2. Recommend alternate approaches to ensuring quality, risk, and performance management compliance in organisations;
3. Assess the applicability of various compliance elements in business.
4. Apply economic, social and environmental responsibility decision-making frameworks in the context of compliance management

Subject Content

Module 1 Quality Management:

- quality defined, quality concepts, quality for competitive advantage
- systems thinking, quality philosophies and frameworks
- quality and The Customer
- Deploying important quality management frameworks for process management and Continuous improvement
- creating A quality culture

Module 2 Risk Management:

- introduction to Risk and Risk management
 - types of risks and Operational Risk analysis
 - Risk identification and managing Risk in Projects, programs and portfolios
 - managing Risk in An international business setting
 - Risk management frameworks and generic approaches for Risk mitigation and management
- Module 3 Performance Measurement
- The principles of performance measurement
 - The evolution of performance measurement and The Balanced Scorecard approach
 - performance measurement system design and establishing effective measurement systems
 - benchmarking and its role in Analysing and interpreting performance measures, types of benchmarking and common approaches for benchmarking
 - using benchmarking results to develop performance measures for organisational improvement

Assessment

The following table summarises the standard assessment tasks for this subject. Please note this is a guide only. Assessment tasks are regularly updated, where there is a difference your Learning Guide takes precedence.

Item	Length	Percent	Threshold	Individual/Group Task
Critical review of Module 1 (Quality Systems)	1,000 words	30	N	Individual
Critical Review of Module 2 (Risk Management) or Module 3 (Performance Measurement)	1,000 words	30	N	Individual
Final Examination	2 hours	40	Y	Individual

Teaching Periods

2022 Quarter 1

Parramatta City - Macquarie St

Evening

Subject Contact Premaratne Samaranayake (<https://directory.westernsydney.edu.au/search/name/PremaratneSamaranayake/>)

View timetable (https://classregistration.westernsydney.edu.au/even/timetable/?subject_code=BUSM7014_22-Q1_PC_E#subjects)

Sydney City

Day

Subject Contact Daniel Townsend (<https://directory.westernsydney.edu.au/search/name/DanielTownsend/>)

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2022 Quarter 3

Parramatta City - Macquarie St

Evening

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Sydney City

Day

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