

Business Management Department Newsletter

FROM THE HEAD OF DEPARTMENT

Dear Colleagues,

I will start with thanking everyone for doing everything they can ensure a reasonably smooth start to the academic year. I realise that with reduced staffing compliment and the changes to our IT systems also caused some turmoil at the start of the semester. All of these seems to have settled now and I hoping life will start getting a little easier from now on, for everyone. I was delighted to see Robert Graham back in the office this morning. Robert will be returning to work on a phased basis after being off for eye surgery.

On 25 October we had the third meeting of the Industrial Advisory Board (IAB) that was attended by six IAB members and five staff. As I was providing a progress report on the departmental challenges I presented at the first meeting of the Board, back in April, I realised how positive our future could be. In short:

- We have enjoyed a strong UG and PGT recruitment round, which I am certain is more than just a blip. I sincerely believe that the changes we have made in our marketing and recruitment activity is starting to work and I am optimistic that we will have another strong recruitment in the coming years.
- According to Guardian University Guide 2018, as a Department we are ranked 2nd in Scotland and amongst the top 10 in the UK.
- The University has been awarded the International University of the Year award by Sunday Times Good University Guide 2018.
- As a Department we have managed to deliver on our savings targets and have been successful in securing University support to appoint three new assistant professors in Dubai and two in Edinburgh. I looking forward to welcoming five new colleagues to the Department over the coming months.
- We have been successful in winning another two Graduate Level Apprenticeship programmes, one in Business Management and another one in Business Management for Financial Services, which will enable further growth.

Although the future is looking bright, we still have some challenges. One of these challenges relates to student experience which we need to work hard at continuously improve. The other challenge is that the morale in the Department is low and we need to work together to create a stimulating environment we all enjoy and work as a single team. If you have any ideas as things we can do differently my door is open please come and talk to me.

The main agenda item at the IAB meeting was our strategy. I presented our work to the board. The reaction was that whilst they agree with our intended direction of travel they were less enthusiastic about some of the messaging we used. An action that came out of the IAB was for the department to get together to review the strategy document in the light of the comments we have received. I have a bunch of notes which I will be summarising over the next few days which, I will circulate with strategy document as presented. We will also organise a follow up workshop to enable us to have this discussion.

All the best,

Umit

JOURNALS AND EDITORSHIPS

Dr Babak Taheri has been invited to join to editorial review board of "Tourism Management Perspectives".

Umit Bititci having served as 4 years as the Associate Editor (Operations Management) of International Journal of Management Review (IJMR, ABS3*) has now been appointed as a Consulting Editor of the Journal. Recently, he has been invited to take up the role of Associate Editor (Performance Measurement and Management) for the International Journal of Operations and Production Management (IJOPM, ABS 4*).

Nigel Caldwell has been promoted to the Editorial Review Board of IJOPM [International Journal of Operations and Production Management] the leading four star Operations Management journal in Europe.

GLA VISIT FROM NEW ZEALAND

On Friday 13th October, the University was visited by a delegation from New Zealand and Skills Development Scotland, keen to hear about the approach taken at Heriot-Watt in designing and delivering Graduate level Apprenticeships. Geraldine McKay and Amos Haniff represented the school at this event and answered some interesting questions about the teaching and learning approaches, approval processes, funding and the ethos of the GLA programmes. The team from New Zealand were fact finding with a possible view to introduce similar schemes to New Zealand.

The delegation remarked on the "demonstrable commitment ... for making GLAs a success and for overcoming obstacles that arise". Skills Development Scotland who fund the GLA programmes were delighted with the event which built on an earlier successful SDS validation of the programmes. No doubt this will help the University with its bid to run further programmes, potentially including Business Management and Business Management (Financial Services). The first cohort of eight apprentices, have been studying with us since September. They are full time employees of their organisations but studying the MA IT Management for Business under the GLA scheme, funded by the Scottish government. Currently they are being taught within MACS but will be taking School courses from semester 2. GLA programmes represent a great opportunity for the school, along with some exciting challenges which will allow us to explore innovations in teaching and learning. For more information about GLAs please contact Amos or Geraldine.



(In the photo- From New Zealand: Janet Lane (Chief Executive MITO); Josh Williams (CEO IRG org), Glen Duncan (BCITO org), Anna Castelle (Senior Policy Analyst NZQA)
From SDS: Tony Coultas (Head of Service Innovation SDS)

SHUT UP AND WRITE

On the 24th October BM held its first “Shut up and write’ session which was very helpful for finding some clear and undisturbed writing time. The next one is 21st November 10am to 1130 – please email Kate Sang if you’d like to attend.

SOCIAL INNOVATION FUND

Mike Danson and Rebecca Stirzaker have been successful with three Social Innovation Fund (SIF) project proposals to the Scottish Government, each worth about £150k. We are providing the research support and advice to the social enterprises involved in working with poor and vulnerable people by establishing an ‘Affordable Cremation Service’, ‘Simple Shelters’ and a ‘Storehouse, Bakery and Training’.

GYNAEOLOGICAL HEALTH IN ACADEMIA

Kate Sang is currently undertaking research on menstruation, menopause and gynaecological health conditions in academia. The early findings were publicised via THES:
<https://www.timeshighereducation.com/blog/gynaecological-health-academia-many-are-suffering-silence>

IN THE MEDIA

Mike Danson has recently delivered keynote presentations to policy conferences in the Faroe Islands (migrant labour), Portugal (business development and Gaelic), Ireland (regional economic development) and Spain (BBC Alba and the economy). Participants included policymakers, Government Ministers, senior and local politicians, and academics. Most of these were covered by national media with appearances on radio, TV, newspapers and other outlets.

APPOINTMENTS

Mike Danson is now an invited trustee and member of: Nordic Horizons (and so involved in the forthcoming Arctic Forum event with the Scottish Government in Edinburgh), Citizen’s Basic Income Network Scotland (CBINS: advising the Scottish Government and 4 local authority pilot projects); he continues with the Academy of Social Sciences (as Treasurer of the national academy for the social sciences and convenor of the Scottish steering group); and has been invited to become a trustee of Stòras Uibhist (the largest community buy-out in Scotland with 93,000 acres and several community businesses).

NEWS FROM MALAYSIA

Malaysia Campus Signs MoU for ACCA Accelerate Programme

A Memorandum of Understanding was signed between Professor Mushtak Al-Atabi, Provost and Chief Executive Officer of HWUM and Edward Ling, Acting Head of ACCA Malaysia, paving the way for HWUM to implement the ACCA Accelerate Programme. Currently the Accounting and Business Finance

students at HWUM receive exemptions for up to nine papers, the ACCA Accelerate Programme allows these students to take on the remaining five ACCA Professional papers while in the second year of their studies.



Visit by the Thiagarajar School of Management (TSM), Madurai, India

HWUM hosted a total of 29 MBA students and two lecturers from the Thiagarajar School of Management. This visit was part of TSM’s ‘International Outbound Training Programme 2017’. As part of their visit they attended Assistant Professor Praveen’s ‘International Marketing’ training module.



A sharing session by Mr Alan Cheah, CEO, GoCar Mobility

Mr Alan Cheah, who is responsible for growth, expansion, marketing, operations, partnerships, business development and stakeholder management at GoCar conducted a session titled “It’s time to be uncomfortable”. He shared his thoughts on contemporary leadership and management styles that is practiced at GoCar. This session was well received by students of SoSS.



RESEARCH ACTIVITY

Taheri, B., Jafari, A., & Okumus, B. (2017). Ceremonious politeness in consuming food in VFR tourism: scale development. *The Service Industries Journal*: <http://dx.doi.org/10.1080/02642069.2017.1369969>

Watson, A., Taheri, B., Glasgow, S., & O’Gorman, K. (2018). Branded restaurants employees’ personal motivation, flow and commitment: The role of age, gender and length of service. *International Journal of Contemporary Hospitality Management*, 30 (8). [ABS 3*, impact factor: 3.196]

Jena, S., Ghadge, A. and Sarmah, S. (2017), “Managing channel profit and total surplus in a closed-loop supply chain network”, *Journal of Operations Research Society*, forthcoming.

McAdam, R., Bititci, U. S. and Galbraith, B., 2017, Technology alignment and business strategy: a performance measurement and Dynamic Capability perspective, *International Journal of Production Research*, <https://DOI:10.1080/00207543.2017.1351633>

Edgeman, R., Bourne, M., Bititci, U., Nudurupati, S., 2017, Remastered, Reinvented and Reimagined: Evolving and Merging Performance Management and Measurement Paths, Editorial, *Managing Business Excellence*, Vol. 21 Issue: 3, pp.209-213, <https://doi.org/10.1108/MBE-06-2017-0031>.

Smith, M. and Bititci, U.S., 2017. Interplay between performance measurement and management, employee engagement and performance. *International Journal of Operations and Production Management*, Vol. 37 Issue: 9, pp.1207-1228, <https://doi.org/10.1108/IJOPM-06-2015-0313>.

**Deadline for the next edition of the Business Management Newsletter is:
Monday November 27th for publishing on Wednesday November 29th.**