

Branch Name:	MANAGEMENT
Program Code:	MS301
Course Name:	System Thinking & Business Practices: Cases
Course Code:	1MS3010903
Pre-requisite Course:	Basics of Creativity, Organizational behavior

Course Objectives:

- After completing this course students will be able to:
- Provide an overview of the history, research and perspectives into systems thinking
- Understand and document system thinking objectives
- Establish a basic understanding of systems thinking terminology, theories, processes, methods, language and tools.
- Evaluate when it is appropriate to apply thinking methods, i.e. reductionist methods (ex. data collection, scientific method, etc.) as opposed to applying systems thinking methods (ex. ,Systems Engineering, Breakthrough Thinking/Smart Questions, etc.)
- Describe and model solutions that will enable system thinking ex. (mind maps, feedback & causal loops, behavior over time diagrams, etc.)

Teaching and Examination Scheme:

Teaching Scheme (Hours per week)				Evaluation Scheme (Marks)				
Lecture (L)	Tutorial (T)	Practical (P)	Credit	Theory (Marks)		Practical (Marks)		Total (Marks)
				University Assessment	Continuous Assessment	University Assessment	Continuous Assessment	
4	-	-	4	60	40	-	-	100

Subject Contents:

This subject will assess students' understanding of providing advice on complex business issues in the form of a written report. The scenario may be based on a variety of different organizational structures or operations, and students will be provided with advance information ahead of the exam.

Too often, today's problems are solved by utilizing easy and comfortable approaches to obtain simple solutions. In reality as many discover simplicity and common approaches are far from effective in dealing with complex, dynamic and diverse problems. Despite the initial apparent ease and comfort, focus tends to be on the elements of the problem, rather than the "bigger picture"; and typically there is no consideration of interactions, and the belief that there is one best solution. As more and more program failures escalate there is an increasing need to improve and create better results through systems thinking. Systems' thinking is a discipline of seeing the "whole", recognizing patterns and interrelationships, and learning how to innovate a more effective, efficient and creative system solution(s).

This course will acquaint students with basic concepts of systems thinking. The primary emphasis will be the introduction of basic systems thinking fundamentals, i.e. defining a systems perspective about any situation or problem, solving problems with that perspective, describing and modeling a problem, and designing and improving upon system solutions.