

- **Gupta, C.B. & Srinivasan, N.P.** (2020). *Entrepreneurial Development*. Sultan Chand & Sons.

UNIT IV

This unit covers key areas of enterprise management for the growth and sustainability of start-ups and micro-enterprises, including production, marketing, finance, and human resources. It also introduces Total Quality Management (TQM) and business ethics. Together, these concepts help ensure long-term competitiveness, efficiency, and responsible entrepreneurship.

- **Charantimath, P. M.** (2018). *Entrepreneurship development and small business enterprises*. Pearson Publications.
- **Khan, M.Y. & Jain, P.K.** (2018). *Financial Management*. McGraw Hill.
- **Tripathi, P.C. & Reddy, P.N.** (2020). *Principles of Management*. McGraw Hill.

Suggested Readings

- Atal Innovation Mission. Innovation case studies. aim.gov.in
- **Bedi, K.** (2016). *Management and Entrepreneurship*. Oxford University Press.
- **Chadha, V.** (2025). *Startupology: Ideation to execution for first-time founders: Actionable strategies, 15+ frameworks & 9 case studies of Indian startups to launch with confidence*. ZebraLearn Books.
- **Collins, J., & Lazier, B.** (2020). *Beyond entrepreneurship 2.0: Turning your business into an enduring great company*. Random House Business.
- **Dessler, G.** (2020). *Human Resource Management*. Pearson.
- **Drucker, P. F.** (1985). *Innovation and Entrepreneurship*. Harper Business.
- **Hisrich, R., Peters, M., & Shepherd, D.** (2017). *Entrepreneurship*. McGraw Hill.
- **Kotler, P., & Keller, K.** (2016). *Marketing Management*. Pearson.
- **Self Employed Women's Association.** (n.d.). Case studies & reports. sewa.org

Note: Examination scheme and mode shall be as prescribed by the Examination Branch, University of Delhi, from time to time

Bachelors in Arts with With Community Science Category-V

DISCIPLINE SPECIFIC ELECTIVE COURSE – DSE-RMDA 13-HSC: FACILITIES AND SERVICES MANAGEMENT

CREDIT DISTRIBUTION, ELIGIBILITY, PRE-REQUISITES OF THE COURSE

Course Title & Code	Credits	Credit distribution of the course			Eligibility Criteria	Prerequisite of the course
		Lecture	Tutorial	Practical		
Facilities And Services Management	4	3	1	0	Class XII	Appeared in Introduction to Resource Management

Learning Objectives

- To understand the evolution, nature and scope of facilities and service management in various organizations.
- To prepare operational and strategic facilities management plan for attaining business efficiency.

Learning Outcomes

The students would be able to:

- Understand the nature and scope of facilities and service management.
- Develop an understanding of operations management and maintenance.
- Gain knowledge about the strategies of facilities and service management.
- Have a practical understanding regarding the management of services in various organizations.

Theory (Credit 3; Hours 45)

UNIT I: Introduction to Facilities and Service Management

12 Hours

This unit introduces facilities and service management, focusing on scope, classification, competencies, and emerging trends.

- Nature and scope of facilities and services
- Classification and characteristics of facilities and services
- Role and core competencies of facility managers
- Emerging trends in facility management

UNIT II: Operations and Maintenance

12 Hours

This unit focuses on facility operations, covering building systems, maintenance types, management practices, and health, safety, and security standards.

- Overview of building systems and their components
- Types of maintenance
- Facility management practices and processes
- Health, safety and security standards

UNIT III: Service Management and Quality Parameters

9 Hours

This unit covers service management, understanding and measuring service quality, applying service quality models, and managing specialist services.

- Understanding and measuring service quality
- Service quality models and their applications
- Managing specialist services

UNIT IV: Strategies in Facility Management

12 Hours

This unit focuses on strategic planning, technology integration, and sustainable practices in facility management to enhance efficiency and long-term viability.

- Strategic planning for facility management
- Technology integration in facility management
- Sustainable facility management practices

TUTORIAL

(Credit 1; Hours 15)

1. Analysing service management through case studies
2. Care and maintenance of different surfaces
3. Surveying hard and soft services across varied industries/institutions
4. Designing OSHA safety and health checklists
5. Field visits to evaluate facility management operations
 - a. Observe and analyze facility management practices in malls, hospitals, hotels, restaurants, etc.
6. Customer journey mapping for enhanced service delivery
 - a. Understand user experiences and propose strategies for improvement
7. Drafting professional service contracts for cleaning or maintenance
8. Designing customized facility inspection checklists

Essential Readings

UNIT I

This unit introduces facilities and service management, focusing on scope, classification, competencies, and emerging trends.

- **Atkin, B., Brooks, A.** (2021). *Total Facilities Management*. Wiley-Blackwell.
- **Cotts, D. G., Roper, K. O., & Payant, R. P.** (2021). *The facility management handbook (5th ed.)*. AMACOM
- **Gulati, R. & Sharma, S.** (2019). *Facility and Operations Management in India*. McGraw Hill Education.

UNIT II

This unit focuses on facility operations, covering building systems, maintenance types, management practices, and health, safety, and security standards.

- **Agarwal, S.** (2021). *Operations and Facilities Management for SMEs*. PHI Learning.
- **Atkin, B., Brooks, A.** (2021). *Total Facilities Management*. Wiley-Blackwell .
- **Cotts, D. G., Roper, K. O., & Payant, R. P.** (2021). *The facility management handbook (5th ed.)*. AMACOM

UNIT III

This unit covers service management, understanding and measuring service quality, applying service quality models, and managing specialist services.

- **Booty, F.** (2011). *Facilities Management Handbook*. New York: Routledge.
- **Payne, T.** (2000). *Facilities Management: A strategy for Success*. Chandos Publishing (Oxford),

UNIT IV

This unit focuses on strategic planning, technology integration, and sustainable practices in facility management to enhance efficiency and long-term viability.

- **Oakland, J. S.** (2018). *Total quality management and operational excellence: Text with cases (4th ed.)*. Routledge.
- **Stevenson, W. J.** (2020). *Operations management (14th ed.)*. New York, NY: McGraw-Hill Education.
- **Whitman, M. E., & Mattord, H. J.** (2022). *Principles of information security (7th ed.)*. Boston, MA: Cengage Learning.

Suggested Readings

- **Barrett, P., & Baldry, D.** (2009). *Facilities management: Towards best practice (2nd ed.)*. Wiley-Blackwell.
- **International Facility Management Association.** (2020). IFMA facility management handbook. IFMA Press. <https://www.ifma.org/>
- **Oakland, J. S.** (2018). *Total quality management and operational excellence: Text with cases* (4th ed.). Routledge.
- **Roper, O. K., & Payant, P. R.** (2014). *The facility management handbook (4th ed.)*. AMACOM.
- **Petrov, V.** (2019). *Theory of inventive problem solving: Level 1*. Springer Series.

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Bachelors in Arts with With Community Science Category-V

DISCIPLINE SPECIFIC ELECTIVE COURSE – DSE- RMDA 15-HSC: INCLUSIVE SOCIO-ECONOMIC DEVELOPMENT AND BACKYARD NANO-INDUSTRIES

CREDIT DISTRIBUTION, ELIGIBILITY, PRE-REQUISITES OF THE COURSE

Course Title & Code	Credits	Credit distribution of the course			Eligibility Criteria	Prerequisite of the course
		Lecture	Tutorial	Practical		
Inclusive Socio-economic Development and Backyard Nano Industries	4	3	1	0	Class XII	NIL

Learning Objectives

1. Develop an understanding of the concepts, indicators, and dimensions of inclusive socio-economic development and sustainable livelihoods.
2. Examine the role of Backyard Nano Industries as a catalyst for local economic development, employment generation, women's empowerment, and community participation.
3. Understand the policy framework, institutional support systems, and financial mechanisms promoting Backyard Nano Industries and rural entrepreneurship.
4. Explore entrepreneurial opportunities through value addition, local resource utilization, and business planning for backyard enterprises.
5. Analyse innovations, emerging challenges, and sustainable strategies for strengthening Backyard Nano Industries in the context of inclusive development.

Learning Outcomes

The students would be able to: