

Department	Academic Area: Management systems	
Discipline	Operations Management	
Research Focus Area	Quality and Operations Management	
Supervision Team	Prof Ramphal	
Name: Prof R Ramphal Email: ramphrr@unisa.ac.za	<p>Academic Profile</p> <p>Prof. Roy Ramphal has qualifications in Chemical Engineering, B. Com, MBA and a Doctoral qualification in Organisational Leadership. He has been involved in operations and quality management in the sugar, aluminium, tyre and research industries. He has been involved in curriculum development in the operations management and quality disciplines and is currently a Fellow Member, Director and President of the Southern African Society of Quality, past chairman of the board of the Southern African Auditor and Training Authority, a member of the Institute of Directors SA, Senior member of the American Society for Quality and member of the Canada Institute for quality, member of APICS and Certified Ethics Officer with the Ethics Institute of South Africa. Publishing areas include shared services, quality and operations management. Also author and co-author of several books in quality and operations management.</p> <p>Keen to engage students towards research in Service Quality, Shared Services, Standards and Standardisation, Quality Auditing, SHEQ Management, Six Sigma, Quality Improvement, Enterprise Resource Planning, Health & Safety, Environmental Management, Energy Management, Risk Management (ISO 31000), Sustainability Management (ISO 26000) and waste minimisation.</p>	Capacity 5 DBL
Research Agenda	The definition of Operations Management, Quality management, standards and standardisation are constantly evolving and integrating with many other functions within an organisation. This calls for research into making valuable contributions into these domains and assisting in keeping the theory and practices up to date.	
Reading: Subject Field	<p>Gouthier, M., Giese, A. and Bartl, C. (2012). Service excellence models critical discussion and comparison. <i>Managing Service Quality</i>, 22(5): 44-464</p> <p>Ben, C., Jillian, M. and Prasanta, D. (2013) Trends in modern operation management, <i>International Journal of Operations & Production Management</i>, 33(11/12)</p> <p>Prospective candidates can contact Prof Ramphal for an updated reading list</p>	

<p>Reading: Research Methodology</p>	<p>[1] Olivier, M.S. (2009) <i>Information Technology Research: A Practical Guide for Computer Science and Informatics</i>, Van Schaik.</p> <p>[2] Creswell, J.W. 2009. <i>Research design: Qualitative, quantitative and mixed methods approaches</i>. Los Angeles: Sage.</p> <p>[3] Henning, E. 2005. <i>Finding your way in qualitative research</i>. 2nd edition. Pretoria: Van Schaik Publishers.</p> <p>[4] Hofstee, E. 2006. <i>Constructing a good dissertation: A practical guide to finishing a master's, MBA or PhD on schedule</i>. South Africa: EPE Publishers.</p> <p>[5] Yin, R.K. (2013) <i>Case Study Research – Design and Methods</i>, 5th edition, New York, Sage Publications.</p> <p>[6] Saunders, M., Lewis P. and Thornhill, A. (2009) <i>Research Methods for Business Students</i>, 5th edition, Financial Times/Prentice Hall.</p> <p>[7] Oates B. J. (2006) <i>Researching Information Systems and Computing</i>, Sage Publications Ltd, London.</p>
<p>Resources:</p>	<p>Southern African Society for Quality</p> <p>American Society for Quality</p> <p>The Chartered Institute of Purchasing & Supply (CIPS)</p> <p>South African Production and Inventory Control Society (SAPICS)</p>
<p>Potential DBL Research Focus Areas or Research Projects</p> <p>Standards and standardisation</p> <p>New technologies in Operations Management</p> <p>Framework for the use of ERP in the Services Environment</p> <p>Performance management of Shared Services</p> <p>Leadership in SHEQ Management</p> <p>The job profile of South African Operations Managers</p> <p>Customer Service Operations</p> <p>Waste minimisation</p> <p>Focus areas are crystallised in:</p> <p>Supply chain management</p> <p>Quality Management</p> <p>Shared services</p> <p>Enterprise resources management</p> <p>Standards and standardisation</p> <p>Continual Improvement of Operations Management</p> <p>Education Quality Management</p> <p>Service Management</p>	