



MBA rankings NMMU in excellent form



Alumni opinions count – 2008 MBA Graduates were among those who rated NMMU Business School best for its research supervisory support and put the University among the top three for the relevance of its MBA programme.

Nelson Mandela, as it is referred to in the Financial Mail Rankings of South African MBAs, was recently rated number one for its research supervisory support and was named among the top three schools for the relevance of its MBA programme.

Business Schools across the country wait in anticipation each year for the renowned Financial Mail Survey on MBAs to see how their Business Schools and MBAs are rated by employers and students in comparison to competing institutions.

The Financial Mail Rankings published on 18 September 2009, offering statistics gathered by IPSOS Markinor, indicate that Nelson Mandela Metropolitan University Business School is in excellent form, mentioning that “a number of smaller schools are watching developments at NMMU jealously.”

NMMU MBA candidates are carefully selected, indicated by the 2008 statistics showing that only 50% of all applicants are accepted into the programme.

In terms of equity candidates studying

towards an MBA at NMMU, the Business School scored well with 31% female students and close to 50% black students making up their MBA student body.

Although a low percentage of the overall respondents indicated that their main reasons for studying an MBA was for financial reward and job promotion, the NMMU MBA was named one of the top three MBAs which met their graduates’ expectations for financial reward.

The NMMU MBA was also indicated as the most affordable MBA among the 13 schools surveyed.

Director, Prof Piet Naudé, said that he is very proud of the Graduate School’s achievements: “Our aim is to offer the best research supervisory support for MBA and DBA treatises in the country and to give our students real value for money. This survey confirms that we have already achieved considerable success in these two areas. A lot remains to be done though, and we will strive for continuous improvement.”

For further information visit
www.fm.co.za/09/0918/cover/coverstory.htm

Customised programmes hold more value

– *Financial Mail*

A further feature in the Financial Mail (17 July 2009) painted a positive picture about the NMMU Business School’s competitiveness in the national marketplace. According to the article, which was based on the 2009 FM Business School Survey completed by IPSOS Markinor, the NMMU Business School was among the best rated by business for course relevance, course customisation and its lecturers.

The survey further revealed that in the current economic state, customised programmes have held up best, as companies see more value in courses that are designed for them specifically according to their content needs.

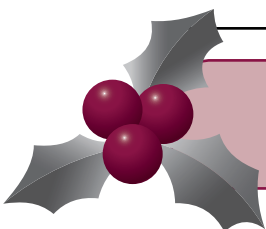
In 2008, NMMU Business School developed 14 customised courses of fewer than 30 days and 11 programmes of more than 30 days, delivering customised training to approximately 500 individuals within organisations.

“Through customisation one can target the organisation’s specific development needs, often a more cost effective option. This process is driven by consultation, professional development and delivery of training based on the uniqueness of each client,” Leon Mouton, Deputy Director of the Leadership Academy said.

In terms of public courses offered in 2008, the Business School’s leadership and management programmes reached more than 2000 individuals.

Fast Fact

As at 21 July 2009, over 300 learners have participated in company specific training through the services of the Business School Corporate Learning division. More than 200 individuals have enrolled and participated in the various Short Learning Programmes this year.



Wishing you a blessed Christmas
and a prosperous New Year

DOE sets example in continuous development

The Department of Education (DOE), with its vision of creating a network of business equipped employees, is a good example of forward thinking organisations, choosing to develop key staff and role players in spite of the current recession.

On request of the DOE, the Business School Leadership Academy provided training in Finance for Non-Financial Managers to 101 Principals and Heads of Departments, which took place simultaneously at five locations throughout the Eastern Cape in July and August. The success of the project resulted in further training of 50 Early Childhood Sector Principals in Basic Financial Principles during September 2009.

"This was a large scale project that required the Business School to deliver training throughout the Eastern Cape, concurrently – a testimony of our ability to deliver what our clients need, when they need it. We look forward to building our relationship with the DOE on similar projects in future," Joey Staphorst, Manager of Corporate Learning at the Business School said.

By Lerato Thipa and Shelley Martin



From left to right: Wendy Jamieson – Business Services Administration; Henk Brouwers – PUM; Prof Piet Naudé – Business School Director and Lizle Schultz – Business Services Special Projects Manager. For more information on PUM –Netherlands Senior Experts, visit www.pum.nl

Business Services recently hosted Mr Henk Brouwers of PUM - Netherlands Senior Experts, a non-profit organisation that was established to offer business development consultation and assistance to small and medium sized companies in 3rd world and economically underprivileged countries. The group of more than 4000 retired experts in business, economics, organisational development, finance and more, offers their services in an attempt to establish self sufficient societies and catalyse economic growth in these countries.

Service Excellence reaches 6000

NMMU Business School achieved a new milestone in July this year, when Lindie Beukes of Goldberg and De Villiers Inc. became the 6000th recipient of a Service Excellence certificate. She completed the course at the Business School in 2009. The PERCCI Service Excellence programme is an endeavour to enhance professional service delivery and customer satisfaction throughout the Eastern Cape Province and nationally, and has received praise from companies all around Nelson Mandela Bay and beyond. NMMU Business School is the author and lead training provider of the programme.

Determination – the seed of success



Charles Philander started his career off as a security guard, with a salary so low that he could not afford to take care of himself, let alone his family.

After his father, whom he greatly admires, got him a job as an apprentice at Transwerk, Charles saw an opportunity to raise money for furthering his studies, and qualified as an artisan in 1999.

His intellectual capacity landed him a bursary from his employer with which he completed the Foundation Leadership Programme (FLP) at the NMMU Business School.

Between 2003 and 2006, Charles completed the Business School's Intermediate Leadership Programme (ILP), Advanced Leadership Programme (ALP) as well as a National Diploma in Production Management at the former PE Technikon.

Because he believes that education plays a critical role in one's development and that, without it, you willingly close the doors to your own success, Charles continued his studies in 2007, completing both a BTech in Production Management at the NMMU and a Management Development Diploma (MDP) at the NMMU Business School during this year. In just eight months after his appointment as first line manager at Transnet Rail Engineering, he was able to change his employees' poor work ethic and overall performance of his department.

When asked the secret to survival in a very competitive business environment, he said that getting an education in management and developing the important skills that he was taught at the Business School, has given him the competitive advantage he needed. His greatest achievement yet is being short listed to be an operational manager at Transnet Rail Engineering in 2009 as well as being granted a bursary to study a Bachelor degree in Business Administration (BBA) at the NMMU Business School, with which he is currently busy.

By Lerato Thipa



From left to right: Leon Mouton, Deputy Director: Business School Leadership Academy; Tracy Watson-Gill, Director: Goldberg & De Villiers; Ilze Strydom, Service Excellence Coordinator; Lindie Beukes of Goldberg & De Villiers; Sue Gaskin, SE Facilitator and Joey Staphorst, Manager: Corporate Learning.

NMMU DBA increasing in popularity

A second workshop for prospective Doctorate in Business Administration (DBA) students was held by the NMMU Business School on 14 August 2009. The workshop was aimed at assisting the students to illuminate their research problems and iron out difficulties in their research methodologies.

The Graduate School is expecting a higher proposal acceptance rate this year due to the success of the workshops. They also expect an increase in enquiries for the NMMU DBA programme and the quality of the applications received.

Prof Cecil Arnolds, DBA programme leader said that NMMU is one of only four universities accredited to offer the DBA programme. He went further to say that students highly regard the

Business School's system of student selection and the management of the DBA programme.

"This has encouraged the Business School to work harder to make our DBA programme the best in South Africa, which is a goal we want to achieve by 2011," Prof Arnolds said. To facilitate this, the Graduate School is currently developing an online DBA preparatory module – a first for local Business Schools – which should be launched before the first workshop in May 2010.

The students are expected to return in November, to present their preliminary research proposals at a colloquium where the final decisions regarding admission of candidates will be made.

**By Lerato Thipa,
Shelley Martin and Jessica Ehlers**

Gauteng, here we come!

NMMU Business School is looking forward to an exciting year ahead in 2010. Its MBA programme, currently offered on a regional basis, will be expanding its footprint to a national level, starting off with Gauteng.

The MBA programme which was started 14 years ago in Port Elizabeth, dominates the MBA market in the Eastern Cape, offering a full- and part-time programme in Port Elizabeth, and an equally successful block-release programme in East London and George.

Prof Kobus Jonker, Head of the Graduate School, commented on the standards and structures of the programme. "This programme conforms fully to international standards and module structures, and has been registered with the South African Qualifications Authority (SAQA) as an officially approved Masters Degree in Business Administration in South Africa."

The Gauteng MBA programme that was launched at the annual Business School Expo in August 2009 will be offered on a block release basis at the CSIR Campus, Lead Africa, in Brummeria, Pretoria next year.

By Shelley Martin

Paxton Hotel applauds Business School Service Excellence Course



Paxton Hotel staff, all recipients of Service Excellence certificates, (from left) Abongile Ntsikwe, Duty Manager; Anton Pretorius, Operations Manager; Shumeez Kilyour, Front Office and Werner Peterseil, Paxton Managing Director.

The management and staff of the Paxton Hotel – one of Port Elizabeth's luxury accommodation amenities attribute their success in the last few years to staff training in Service Excellence, a one-day course offered at the NMMU Business School and brainchild of the Port Elizabeth Regional Chamber of Commerce (PERCCI).

Mr Werner Peterseil, owner and Managing Director of the Paxton, said that the eleven-year old establishment has enjoyed massive success and that this is partially due to the Hotel staff being trained in Service Excellence by the NMMU Business School in recent years. Mr Peterseil also stated his enthusiasm for the Nelson Mandela Bay as a growing tourist

destination. He asserted that the hospitality industry in the Metro should take a positive stance toward excellent service delivery and he believes that PERCCI's Service Excellence programme and the training offered at the NMMU Business School is an ideal vehicle for this to take place.

Anton Pretorius, Operations Manager of the Paxton Hotel, affirmed that the Service Excellence Course is a must for any company that want to improve their staff performance in terms of service delivery.

The Paxton is a four star hotel, voted South Africa's Best Commercial Hotel on three separate occasions, and were recipients of the AA Award in 2004.

By Themban Nyoni



In top research form - Business School Director, Prof Piet Naudé, was named Faculty Researcher of the Year in the Faculty of Business and Economic Sciences for the second year running. The award was made by Prof Niekie Dorfling, Dean of the Faculty (left). Awards are allocated annually to the most esteemed researchers within the six faculties of the NMMU, based on their research outputs during the particular academic year.

Values have to be translated into conduct and action

- It's all about trust

PEOPLE want to be able to trust a system, business or a brand, otherwise they will not support it and the business will very quickly collapse.

Trust and integrity, ecological care and innovation are the major values of the 21st century, Business School Director, Prof Piet Naudé told the hundred delegates at a business briefing organised by the Port Elizabeth Regional Chamber of Commerce and Industry (Percci) and sponsored by Canon Eastern Cape. His talk entitled "Seven laws of value driven companies", was hosted by the Business School on the Bird Street Campus on 18 August.

"The biggest loss to the world economic system in the last year has not been the billions of dollars that have gone – it was the loss of trust in the system," Prof Naudé said. This trust will take longer than 12 to 18 months to be regained.



Networking – From left to right: Alan Wilson and Dalen Davidson, Canon EC; Prof Piet Naudé, NMMU Business School and Kevin Hustler, PERCCI.

About values:

- Values are only effective if turned into action, such as ethical behaviour.
- Greed and unrealistic goals often force people into conflict with their personal ethics.
- Personal and organisational values are mutually supportive, should overlap and create ethical synergy together.
- Values are "more taught than caught" – leadership starts at the top and people act in the way their leaders do.
- If you market your values externally, you must be sure to produce a consistency in quality for people to trust your brand.
- The public meet with your front line staff and that's where values hit the ground.

Adapted from the presentation by Prof Piet Naudé

Business School lends a hand in NMMU skills development drive



Training to retain – NMMU Human Resources' drive for staff development brought numerous NMMU staff members to the Bird Street Campus for training during 2009.

A tactical partnership was formed earlier in 2009 when the NMMU Human Resources division contracted the University's very own Business School to present various short learning programmes to NMMU staff.

The programmes started in June and included courses such as Budgeting, Conflict, Leadership and Service Excellence as well as Teamwork, Management Skills, Strategic Management and Diversity.

"For us, being supported by the larger NMMU is a true testimony of trust. We thoroughly enjoy offering our skills development expertise to our colleagues at the University and we believe that they will all benefit greatly from the training and development drive the University has embarked on. We hope that it will continue in the long term", Business School Marketing Manager, Roslynn van Jaarsveld said. **By Lerato Thipa**

CHIETA acknowledges Business School quality



In July this year the NMMU Business School was accredited as a training provider by the Chemical Industries Education and Training Authority (CHIETA). All CHIETA members can now make use of the Business School's short learning programmes to train their staff while making use of the CHIETA SME Training Voucher system* which offers members financial assistance in different rand-value categories.

CHIETA is a statutory body established by the Department of Labour through the Skills Development Act (1998) to facilitate skills development in the chemical sector and ensure that the skills needs of the sector are identified and addressed through a number of initiatives such as the SME Training Voucher system. The sector includes the petroleum and base chemicals, speciality and surface coatings, explosives and fertilisers, pharmaceuticals and FMCG as well as glass industries.

The CHIETA SME Training Vouchers are limited to R13 000.00 (1 - 10 employees), or R26 000.00 (11 - 20 employees), or R39 000.00 (21 - 49 employees) VAT inclusive per SME company and up to a maximum of R5000.00 VAT inclusive per individual employee. Any amount exceeding the amounts indicated above will be for the SME's account.

For more information on how to make use of the CHIETA SME Training Vouchers at the Business School contact Nina du Preez on 041 504 4000 or visit www.chietavoucher.org.za and select the "Management and Leadership Development" category.

**Terms and conditions apply.*

Nelson Mandela Metropolitan University Business School

Bird Street Campus, Central, PO Box 77000, Port Elizabeth 6031 • Tel: 041 504 4000 • Fax: 041 504 4002
E-mail: business.school@nmmu.ac.za • Website: www.mbasouthafrica.com