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<b>Academic Supervisor(s)</b>	Kepa Mendibil
<b>Title</b>	Coupling human and business system performance
<b>Abstract</b>	<p>Large Multinational organisations often have to make decisions without making a systematic consideration of the impact and availability of resources. As an organisation's portfolio develops, its demands on resources become an increasingly complex problem to manage; with resources being shared and distributed across the portfolio, and their availability as a result becoming increasingly dynamic. If undertaken on a traditional ad-hoc manner, i.e. assuming that resources are available, the added value to the organisation in delivering their portfolio becomes dependent upon these assumptions, and could potentially result with decisions being made that cannot be delivered.</p> <p>The project will aim to develop a holistic understanding of current practices, processes and influences relating to resource management, allocation and effectiveness. To develop this understanding the researcher will be immersed within the organisation to determine the procedures that managers put into place to allocate resources to projects. A diverse range of issues associated with resource management will be investigated including personal human issues such as motivation, professional development and job demands, as well as business issues such as the management of process/resourcing bottlenecks, multiple project management, and resource distribution/utilisation across projects. This understanding will be used to develop and organisational resource management approach/system that will be supported with a simulation tool resulting from a closely-coupled parallel project, <i>A systems approach to resource management</i>. It is expected that the approach will be refined as the understanding of the organisation's practices develops.</p>

	<p>The human and business systems will be modelled to achieve a balance in performance between the personal issues of the human system with the performance issues of the business/corporate system. To achieve this balance, strategies for redesigning the approaches and processes used for resource management will be identified with the aim of including these strategies within the simulation tool. The various needs within the organisational hierarchy will be considered, from the individual to the portfolio manager, when designing these strategies. Once validated, these strategies will allow managers to consider 'what if' scenarios with the aim of holistically improving resourcing accuracy.</p>
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