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A Group Training Programme on

Management of Technology

1. INTRODUCTION

With growing liberalization and globalization of the economies of developing countries, technology will be a major instrument for industry to gain competitive advantage. Effective management of technology is, thus, a significant national task to promote industrial growth. National capabilities in this area are diffused and fragmented. Education (linked to research and technical assistance) is an important way in which we can build up this This note identifies the rationale for organizing a group capability. training programme on "Management of Technology" by UNIDO and develops the elements of the programme structure. It is intended as a basis for approval with feedback so that the design can be modified and expanded. Section 2 of this note explores the rationale and objectives of the proposed programme. Section 3 links this proposal to related UNIDO efforts in the recent past. Section 4 develops a programme design. Section 5, in conclusion, looks at the implications of the course and the need for related and follow-up efforts in building up a UNIDO Programme on Technology Management in the coming years. Annex 1 outlines a conceptual framework of technology management. Annex 2 outlines the course content (modules) in greater detail. Annex 3 lists the resource material, that can be useful in detailed course design.

2. RATIONALE AND OBJECTIVES

In a broad sense, technology management represents decision making processes and implementation of different kinds, relating to the technology variable in the economy. The tasks in technology management at three levels (viz, policymaking in government, top management in enterprises and chief executives of S&T institutions such as R&D labs, bureau. standards, etc.) are different but they also share a number of similar concerns. The levels constitute the main user groups for the proposed programme. A firm may be concerned with issues like technology choice, acquisition, development or use. A government agency may be concerned with import policy, tax policy, regulation, public expenditure for technological infrastructure, etc. An R & D institution may be concerned with R & D project management, motivation of staff, or commercialization of technology. For a country to use technology effectively, coordination, linkages and synergy of decisions and their implementation at all the three levels will be necessary. This calls of development of knowledge base, analytical methods, and skills as a national capability so that the country can gain access to technology and play a more effective role in world technology markets. Such a capability is inadequate in many countries now and education, research and application projects are important ways of augmenting this capability.

The field of technology management is not mature, nor is there an accepted body of knowledge, methodologies of inquiry, research approaches or paradigms. It is seen by scientific, engineering and management faculty, as lacking in rigour and yet to be fully developed. Practitioners see value in building up a knowledge base in this area, for applications. There have been various attempts by national and international organizations in the organization of short-term or long-term programmes and the programme contents cover a wide field. The need to develop a unique capability, as outlined earlier and to develop this field is thus clear.

Objectives of the Course

1. To enable a set of select participants from industry, government and S&T institutions learn the basic concepts, techniques and skills in technology management in an integrated framework.

2. To develop an understanding of technology management from multiple perspectives of different stakeholders and their linkages.

3. To clarify and develop concepts in technology management and to develop training packages and teaching materials for wider use and to promote the development of technology management capabilities in developing countries.

- 2 -

3. WHY A UNIDO PROGRAMME?

UNIDO has carried out a number of activities in different fields of technology development and promotion, over the years. These include training programmes relating to technology transfer, acquisition and negotiations, financing, technical information, R & D management, investment planning, sectoral industrial development, industrial restructuring, etc. Often, these programmes are accompanied by technical assistance projects, international cooperation, preparation of manuals, information dissemination and networking. Thus, UNIDO has developed over the years, a unique expertise and resource base (teaching materials, concepts, pedagogy, etc.)in technology management. It faces a major, new, contemporary responsibility in assisting developing countries to adjust to the liberalisation and globalisation processes and to build long term capacity for industrial growth, through technology management In an era of limited resources, the need to offer a high capabilities. quality, timely, strategic programme on technology management, building upon its strengths and in response to emerging national requirements, is very high. To offer such a focussed programme with a comparative advantage will be a logical move for UNIDO and a high priority task.

4. PROGRAMME DESIGN

<u>Duration:</u>	Two weeks (10 working days)						
Language :	English						
<u>Time:</u>	Second half of 1993						
<u>Structure:</u>	The programme will consist of three parts.						

These parts are:

- <u>Part I</u>: Six Core Modules,
- <u>Part II</u>: Three Elective, Advanced Modules, out of a set of six modules, offered in parallel,
- <u>Part III</u>: A small group, integrative project, preparation of a report, its presentation and discussion.

The sequencing of the parts will be:

<u>Days</u>		1	2	3	4	5	6	7	8	9	10
Part	I						-1				
Part	11						I			-1	
Part	III	1						<u> </u>			

A brief description of the context of the modules follows.

Core Modules

1. <u>Technology and Development:</u>

- Concepts and Definitions: Dimensions of Technology Management
- Socio-economic policy context
- Technology and Environmental Impacts
- Technology policy instruments and Role of Government (Technology Policy - Industrial Policy linkages)
- Economics of Technical Change
- Technology, Competitive Advantage and Industrial Growth
- Infrastructure (science base, incubators, parks, standards, testing, information service, training, etc.)
- Technological Trends and Flows
- 2. <u>Technology Markets:</u>
- Trade in Technology and Comparative Advantage
- Competition and Market Structure
- Import of Technology and long term industrial development
- Packaging and unpackaging of technology (for internal capability building and multiple sourcing)
- Technological capabilities, Terms of Trade and level playing fields
- Commercial and Non-commercial transfer of technology (acquisition,
- negotiation, licensing, etc.)
- Access to Markets and Constraints
- Pricing and Costing
- Institutional roles: Equipment suppliers, Consultants et al.
- 3. <u>Management of Research and Development:</u>
- Goal setting in R&D
- Project Planning and Management
- Organisational structure for R&D and related Technical Services
- Evaluation of R&D output

- 5 -

- Human Resources Management
- External Interfaces: Government, Academic Institutions, Production units (backward and forward linkages)
- Commercialization of Technology (including dual use civil and military - technology)
- 4. <u>Technological Innovation:</u>
- The Innovation Types, Chain and Actors
- Technology Transfer Processes
- Innovation at the firm level and its exploitation
- Roles of Design and Applications Engineering
- Forms and Processes of innovation
- National Innovation Systems (linkages among learning, research and production systems)
- Organisational Issues in Innovation
- Alternatives in Innovation Promotion
- 5. <u>Technology and Corporate Strategy</u>:
- Forecasting, monitoring and assessment of technological environment and opportunities (including technology life cycle issues)
- Corporate Goals and Technology Choices (needs, alternatives, imports, competence/resources, economics, linkages, etc.)
- Technology and other Corporate functions (manufacturing, marketing, personnel, finance, etc.)
- Human Resources Development
- Technology and Total Quality Management
- Technology Management in Small and Medium Enterprises
- Strategic Alliances, Partnerships, Joint ventures and Subcontracting
- Utilization of Technology for Competitive Advantage in a Global, Multicultural Environment
- 6. <u>Technology and Strategic Planning:</u>
- Principles of Strategic Planning
- Institutional Structure (Government, Industry and S&T institutions), roles and linkages
- Complementary strategies and shared goals among key actors
- International experience (North America, East Asia, and Europe) in Management of Technology
- Resource mobilization and allocation
- Financing and Investment options
- Organizing strategic linkages: competition and collaboration
- Management of large, complex, technological projects.

Elective Modules (three out of six to be chosen by the participants)

- 1. Technology Information and Analysis:
- Technology Information needs for Industrial Development
- Organization of Information systems and Databases
- Information value and utility enhancement

- 6 -

- Knowledge-based Decisionmaking: Applications
 - Monitoring, Forecasting and Assessment
 - Choice of Technology
 - Environmental Impact Analysis
- Information Resource management
- Technology Communication

2. <u>Total Quality Management:</u>

- Quality control and Management functions
- Quality and Export markets
- Quality and Benchmarking
- Quality management for the subcontracting firm
- Technology development for Quality
- Quality and Standards (ISO 9000, etc.)
- Institutional framework for Quality Management (certification, enforcement, etc)

3. Leadership and Human Resources:

- Planning for Human Resources
- Creativity and Innovation
- Managing Interdisciplinary R&D/Project teams
- Leadership styles and organizational contexts
- Matrix organizations
- Motivation
- Training and Development (knowledge, techniques and skills)
- Personnel management (selection, appraisal, incentive/disincentive systems, career development)

4. Financing and Investment:

- Financial policies (interest rate, international finance, exchange rate regimes)
- Alternative financial instruments for Technology development and Use
- Budgetary resources. Equity, Debt, Internal finance
- Integrating Technology in Investment Planning
- Venture Capital and Risk Management
- Control systems for Technological performance
- Institutional mechanisms for Technology Financing.
- 5. <u>Management of High Tech Industries:</u>
- Nature of High Tech (policy framework, sources, flow, trends: biotech, aerospace, materials, informatics, etc.)
- Entrepreneurship
- Organizational flexibility and responsiveness to change
- Manufacturing and Process tech changes
- Marketing
- Concurrent engineering

- 7 -

6. <u>Strategies for Government:</u>

- Macroeconomic stability and Technological Innovation
- Developing shared goals with Enterprises
- Infrastructure building (creating a "climate")
- Competition policy
- Regulation (environment, safety, consumer protection, standards, etc.)
- Building alliances and facilitative/promotional roles

Each of the topics will be covered to provide an overview of key issues and concepts. The modules (typically of three sessions each) build on each other and are complementary. There will be three formal class sessions, normally every day, of 70 minutes each. About four to five hours of additional preparatory work (readings, analysis, etc.) and one or two hours of group work per day are necessary. The programme is a demanding one and should be fully residential, for close interaction. To maximise training effectiveness, it would be preferably based in an academic institute, with adequate organisational and physical rescurces.

Carefully chosen <u>participants</u> (according to rigorous criteria such as leadership, breadth of perspective and demonstrated excellence in technology integration) from Industry, Government and S&T institutions around the world, numbering around 30, will provide considerable learning resources, based on their insights and experiences. Fxtensive marketing of the programme and perhaps competitive selection of the participants may be necessary. Typically the <u>pedagogy</u> will draw on different learning resources and will consist of:

Concepts/Theory	:	Lecture - discussions
Analysis	:	Problems and Exercises
Experiences	:	Case studies
Practice	:	Group projects and Presentations

The <u>teaching materials</u> for the programme will consist of articles, text of lectures, technical notes, video films, and case studies. Given the unique and original nature of the programme, some of the teaching material (in the form of reviews, case studies etc.) have to be specially prepared. The <u>faculty</u> for the programme should be chosen carefully and they should form an integrated team along with UNIDO resource persons. A few guest speakers can be invited from industry and government to address the participants in the evenings.

5. <u>CONCLUSIONS AND A PROPOSAL</u>

The proposed UNIDO programme should be unique and differentiated from the other specialized courses in technology management (R & D, Manufacturing Management, Quality Management, Technology Marketing, etc.) offered by academic institutions, consulting groups and even UNIDO itself. Hence, it is designed to be a "niche" course with some comparative advantage. The uniqueness of the course lies in its focus and integration of technology management concerns that exist in a dynamic and synergistic way at three different levels: Government, Industry and S&T institutions. Experience elsewhere shows that if they work in tandem, coordinate their policies and develop institutional linkages, the country, as a whole, can utilize technology for competitive advantage. As the participants and teaching material come from the three groups, in exploring the relevance, interdependence and synergy of issues, the unique character of the programme emerges.

The programme, as it is conceived, is a novel one. Hence, it would take additional resources to design it, make it effective, select appropriate participants and organize it as an integrated effort. It is proposed that the first programme may be an international one focussing on awareness building of contemporary issues and the integration of technology management concerns The relative ease of organizing an international at different levels. programme and the need to pool global resources initially call for such an approach. The first programme can test out ideas and approaches that can be improved later. Its participants could then become champions, promoters and even instructors in similar programmes in their regions/countries. Subsequent programmes can focus at different levels, be regional/subregional/national in character and even be part of larger UNIDO projects of technical assistance in different countries. The modular structure of the first programme lends itself to such different designs in the future. Also, for such diverse programmes, tailored to country needs, different resources can be mobilized, to complement UNIDO resources. Over three to five years, the conceptual basis

- 8 -

can be fully developed and consolidation of the basic documentation for further dissemination can take place.

The following preparatory activities are proposed for the first international programme: The time estimates indicated are approximate and are intervals when the activity can take place.

a) Approval of the project proposal and funding (estimated to cost US\$ 150,000 to cover select teaching material development, faculty fees, travel costs for faculty and some participants, documentation and administration). Additional funding may be sought from donors and some participants as programme fees, as needed. (Time: 0-2 months)

b) Identification of existing faculty and UNIDO resource persons to develop the modules in detail including a few fresh case studies, review papers (Time: 0-3 months)

c) Organisation of an international survey to collect teaching material from and assess existing international programmes in technology management (through postal questionnaires as well as few select visits/study tours. (Time: 0-3 months).

d) Assessment of the massive UNIDO (in various branches) and UN system documentation that exists in Vienna for suitability of use (if necessary with some conversion/value addition) as teaching/reference material for the programme (Time: 0-3 months)

e) Preparation and consolidation of all teaching materials, programme design, and documentation. (Time: 4-5 months)

f) Identification and confirmation of participants (from all three levels) through a rigorous selection process with the assistance of an advertisement in a magazine such as The Economist and UNIDO national focal points. UNIDO may offer to some participants, fellowships to cover all costs of participation, based on demonstrated need and merit. (Time: 2-3 months)

g) Identification of a collaborating academic institution in a developing country (a potential centre of excellence) with adequate infrastructure and some faculty to locate and run the programme as a world

- 9 -

class effort. The institution should offer some physical resources, support personnel and facilities as their contribution to the programme (Time: 2-4 months).

h) Organisation of the Programme (7th month)

i) Finalisation of the Programme report, Evaluation and Follow up measures as well as a clear formulation of a UNIDO programme on Technology management (Time: 8-9 months).

As discussed earlier, the first programme represents the initial endeavour in a series of interrelated measures in a focussed manner with synergy, complementarity and integration with past and ongoing efforts. To sum up, what is proposed here is a precursor to a strategy for a UNIDO Programme in Technology Management, consisting of a set of training programmes, research and teaching material development, publications, information services, advisory services, communications, networking, technical assistance and national projects, leveraging UNIDO and national resources.

ANNEX]

MANAGEMENT OF TECHNOLOGY: A CONCEPTUAL FRAMEWORK

1. INTRODUCTION

Industrial technology has developed at an accelerated pace during the last few decades, based in vast human and financial resources devoted to it mainly in developed countries and impelled also by big jumps in the advance of science and its applications to technology. A strong competitive environment created the demand for constantly renewed products and process technologies. Thus, technology became a major instrument for industry to gain competitive advantage.

Meanwhile heavily provected markets, frequent occurrence of oligopolic tendencies of the local market, and models of closed or half closed economies that used to be dominant in most developing countries kept them lagging in the process of technical change. But recent global and national developments and new convictions prevailing in these countries' policies have changed the situation, leading to a new environment in them; to a new situation in which the needs of a stronger integration to the world economy and the need of improving positions in the international division of labor are commanding.

This new situation has put in the forefront the issue of economic competition and attainment of competitive advantages, and also the use of technology in the pursuit of this purpose. In the new market-friendly economic policy environment of developing countries too, the role of technology is critical in product and process innovations, cost reduction, resource and energy conservation, performance improvement, and in meeting basic needs.

Imperatives of efficiency criteria call for a rational use of resources while taking advantage of improved and new technologies in the industrial sector, and more so in developing countries where financial means and human resources are scarce. Effective management of technology is, thus, a significant task in promoting industrial growth and competitive capabilities. This note describes briefly - in Section 2 - the new economic environment that calls for strengthening the management of technology in developing countries at all levels: nationally, in their infrastructure facilities, and, specially, at the enterprise.

Section 3 concentrates on the linkages through which different levels of the national technology system interact. This is done so that the concept of technology management and of its objectives and tasks can be shown - in Section 4 - at different levels of the national technology system, and be put in the context and perspective of the main thrust of national industrial and technology policies, consistent with an increasingly liberalized and globalized economic environment.

2. THE NEW ECONOMIC ENVIRONMENT

Policy makers at all levels and entrepreneurs face now a changed economic environment, which calls for new directions. They have to adapt to a globalized world economy; the reality of large regional and subregional blocs of economic integration (common markets, free trade zones. etc.); national economies under the effects of a pervasive trade liberalization process; and a pattern of global growth that has tended to lose momentum worldwide due to structural causes and factors of conjuncture.

These new elements create radically new conditions that bear heavily on the economic life of all countries and specially on the development prospects of developing countries, mostly through the balances of their external sector, in trade and investment. The external trade balance and positive investment flows are strongly related and dependent on the capabilities of enterprises to withstand competition in the national market and to attain, maintain and increase market shares in external markets. Thus the issue of competitiveness - in international as well as in the domestic market - become paramount.

- 2 -

The main avenues of competition - low and reduced costs of factors and inputs, process improvement and product diversification and improvement - have been thoroughly studied and the tight limits of strategies based on reduced factor costs only has been established; only strategies of process and product improvements 'd product diversification can create and maintain sustained competitive advantages in the medium and long range.

These strategies require a supply of technology assets either from international or domestic sources. Although the importance of international sources increases with the globalization of all markets, the market of technology is, typically, not a level playing field, for developing countries. Recent trends in flows of technology, trade and investment indicate growing concentration among industrialized countries, restrictive trade practices, emergence of trade blocs, and adverse terms of trade for developing countries. Hence, the importance of competitiveness and the potential of technology for its achievement.

With the major macroeconomic balances assured - inflation well checked, stable growth, adequate exchange rates, investment and consumption in balance, etc. -, which is a sometimes difficult but always necessary condition expected of the economic policies of the government, real competitive advantages can be developed in specific industries and in specific enterprises or groups of them in those industries. Thus, in relation with the technology variable and its management, the action should be centered in the enterprise itself and in public policies stimulating their technological development where needed, including the area of creating or upgrading their capabilities for technology management.

3. THE NATIONAL TECHNOLOGY SYSTEM

The effective management of technology, for national competitive advantages, thus, call for actions that correspond to different institutional levels which present great variety in their nature. The distribution of actions among the wide range of actors of the technology management process can be explored with reference to the levels of 1) government policy making, (2)

- 3 -

technology infrastructure institutions, and (3) enterprises. These levels together with all the linkages and interactions among the entities composing them represent the technology system of a country.

Figure 1, below, shows schematically the elements of a simplified model of the national technology system. The linkages and interactions are signalled by flows of information, technology resources and finance.

With the new economic environment described in the former Section, the requirements of technology for achieving national competitiveness and competitive advantages present themselves as a guiding line for the level of national technology policy making, while this policy may take into account other national and social objectives as well, according to national circumstances and priorities, including those of occupational policies, general welfare aspects, and others.

At the next level of the technology system, from top to bottom, the development potential of competitive advantages has to be enhanced by strengthening the national science and technology infrastructure. This should include, among other high priority elements, well oriented research an development centres, be they independent of the academic sector or working within it.

The need of the strongest linkage of the activities of these centres with the needs of the national manufacturing sector has to be underlined, pointing out that as for today great weaknesses can be observed in this aspect of the national technology system of most developing countries. Worldwide experience indicates that investments in R and D, to be productive, have to be accompanied by investments in complementing assets, i.e. manufacturing, quality assurance, marketing, human resources, etc. Often, these linkages are ignored.

The extent and adequacy of this linkages depends equally of the orientation and management of the research and development centre and of the strength and orientation of the technology management applied by the enterprise sector. The onus for solving this problem - together with several other outstanding problems

- 4 -



- 5 -

that may be identified in the systems as observed in specific countries - should be shared by programmes of development and diffusion of national technology management.

An overview of the priority, scale and the distribution of actions needed considering other angles is also facilitated with the vision of the whole system in mind. The major issues of a priority list can be considered in the following way:

Actions are needed, first of all, for creating awareness of the need for technology management, dissemination of its concepts and techniques, and training in its applications. Different institutions of the national technology system productivity centres, industrial technology institutes, technology financing institutes such as capital goods financing funds, research and development and industrial technology service centres, institutes of industrial promotion, management centers and others - are often proficient in performing this task.

Second, the extension of proper technology management at all levels might be stimulated or catalyzed by efforts of international cooperation, regional actions, external technical assistance, networking and joint project development. These efforts may be developed through intergovernmental actions, technology infrastructure institutions' international cooperation, or international cooperation or international market relations of enterprises.

Third, motivation for technology development, technical change, technological innovation and technology management is enhanced by macroeconomic stability and the promotion of a competitive economic environment. This depends, of course, of national macroeconomic government policies and actions; it is outside of the field of technology management proper but it should be kept in mind and stressed at the level of the national technology policy making too.

The former fields of actions relate to stimulating the actual demand for a specialized knowledge of technology management. The need of this promotion is due to the fact that the role of effective and efficient technology management, although acute and important, does not become recognized spontaneously as fast as it is required for the fulfillment of goals of a gradual closing of the technology gap between developed and developing countries.

The following main fields of action enumerated below have been emphasized as geared toward fostering technology management with increased and improved services to the different actors of the technology system, most importantly to satisfy technology management needs at the enterprise level, which is paramount for the development of national competitiveness.

- Capability and infrastructure building at government, enterprise and institutional levels.
- Strengthening human resources capability in technical fields at high and intermediate levels (with the areas of technology management and quality management included).
- Development of technical standards and other quality development instruments (manuals, publications, studies on methodologies, etc.).
- Effective cooperation and interaction with synergy building among all levels involved in the technology development and technical change process, including government, research and academic institutions, services and enterprises.

4. THE CONCEPT OF TECHNOLOGY MANAGEMENT

In the broadest term technology management represents the decision making process applied to the acquisition, development and choice of technology, and the operational methodology applied to the execution of those decisions. It is a set of concepts, techniques, skills and practice that spans the interface of science, engineering, economics and management in organizations. It is crossdisciplinary and problem/application driven.

This term conforms to the macro level of public policies and to the micro level of the technology management in the enterprise as much as to the levels of institutions aimed at supporting or promoting technology development, be it a research and development center, a chain of metrology laboratories, a quality testing and certifying laboratory or institution. etc. At the macro level technology management tends to identify with the concept of technology policy although it goes beyond it. mainly for the fact that it as well includes the operational aspects of that policy. In the special case of centres and other institutions related to technology development, like R and D institutes, technology management identifies with their whole management and administration.

Finally, at the enterprise level technology management resolves in the fulfillment of a number of tasks executed in relation to decisions on technologies that are being applied or under consideration. These tasks include the following:

TECHNOLOGY MANAGEMENT TASKS AT THE ENTERPRISE

- Supply of technical information
- Supply of technology resources (specific technologies, know how, etc.)
- Recruitment of technical experts and advisors and development of human resources in the technical field
- Supply of equipment and instruments for R and D and Quality control
- Management of technology development financing problems
- Monitoring, assessment and forecasting
- Formulation of strategies and strategic planning of technology
- Evaluation and choice of technologies
- Acquisition, negotiation and contracting of technology
- Development of conditions for reverse engineering
- Organization for technology adaptation and innovation
- R and D management
- Technology innovation management
- Patenting and identifying and preventing patent infringement

- 9 -
- Marketing proprietary technologies of the enterprise
- Promotion of technology oriented toward the fulfillment of total quality control goals
- Acquisition of laboratory instruments for research and development and for quality control

Figure 2, below, shows graphically the different tasks of technology management in the enterprise and the main relations that link them.

While the specific tasks of technology management differ among the three levels indicated above technology management for developing competitive advantages in the context of national development policies, require their linkage in a unity, reflecting the need of public policy support to entrepreneurial action, the understanding of institutions of the technology infrastructure of the needs of the productive sector, the entrepreneurial trust and goodwill toward both, and a general partnership and alliance among all of them with avoidance of feelings of an adversary nature. For a country to use technology effectively, coordination and synergy of decisions and their implementation at all the three levels indicated will be necessary.



- 10 -



Figure 2

TECHNOLOGY MANAGEMENT IN THE ENTERPRISE



DESCRIPTION OF COURSE MODULES

CORE MODULES

1. Technology and Development

This module explores the nature, concepts and tasks of technology management, provides a brief introduction to its various of the socioeconomic policy context and outlines dimensions the main use as well as generation, transfer and technology institutional actors. The macroeconomic framework, the worldwide technological nature of the technological change, trends in infrastructure, environmental impacts and the roles of government of technological change impacts economic The analysed. are (productivity, cost reduction, employment, comparative advantage etc.), together with the context, provide the boundary conditions (possibilities and limitations) for technology management. Finally, the role of technology in influencing competitive advantage of a firm / industry and hence industrial growth is reviewed.

2. Technology Markets

Like commodity markets, technology markets are becoming increasingly global. International trade in technology is complex and has unique structural features. The role of technology in comparative advantage is changing and needs to be viewed in a dynamic context. The technology market structure is undergoing rapid changes in the nineties and the terms of trade and constraints / barriers for developing countries are worsening. An understanding of how technology markets function and the need for development of technological capabilities (necessary to be effective actors in the international markets) are focussed in this module. Issues like promotion of competition; the strategies for roles; institutional import (in relation to self reliance) and their long term industrial impacts; packaging and unpackaging of technology and modalities of transfer of technology (acquisition, negotiation, licensing, etc.) objectives of this module is to enable The discussed. are participants play effective roles in technology markets.

3. Management of Research and Development

Generation of knowledge through R & D is an important initial activity in the innovation chain. Managing the R&D process calls for unique management policies, structures and practices. This module analyses the R&D goal setting process, project management, human resources, external interface management (eg. backward linkages with educational and R&D institutions and forward linkages with production and marketing organistions) are addressed. How to make R&D more relevant and a basis for innovation is the focus of this module, which seeks to develop an understanding of how R&D works and of some practical tools for managing this crucial activity and its linkages in different organisations.

4. Technological Innovation

Innovation has been recognised as the source of competitive industries. Product differentiation, advantage in many process improvement, performance enhancement, cost reduction and resource / conservation are important outcomes of energy technological innovation. This module looks at the elements and linkages in the innovation chain, actors and technology transfer processes. Different forms and processes of innovation as well as causal factors and determinants of its effective use at the firm level are analysed. How to organise the activities in the innovation chain and alternative promotion of innovation at different levels for strategies are addressed. Finally, the national systems of innovation are analysed in a comparative framework.

5. Technology and Corporate Strategy

Technology is important ingredien* of corporate an strategies of R&D, investment, modernisation, expansion, diversification, marketing, exit, human resources, sourcing, etc. This module looks at the relationship of technology to corporate strategy formulation. Identification and assessment of technological opportunities based on information and analysis, translating corporate goals into technological choices, organisational location and human resources of the technology function are covered. The relationship of technology to Total Quality Management and the special role of technology in small and medium enterprises are analysed. Finally, the module addresses the issues of strategic alliances, partnerships, joint ventures and subcontracting in technology management as well as the utilisation of technology for competitive advantage (eg. growth, market share, exports, niche markets, etc.) in a globalised and multicultural, corporate environment.

6. Technology and Strategic Planning

This module is a capstone module, building upon the five core modules. Its focus is on integration of technology management institutions and (industry, S&T at the three levels issues Government) in a strategic planning framework. The institutional structures at the three levels, roles and linkages are analysed. The complementarity of strategies of the three main sets of actors and the nature of shared goals are covered. Based on a review of international experience, the module seeks to look at the key issues of resource mobilisation and allocation, financing options, and the challenges of organising strategic alliances. Finally, the lessons from organisation of large, complex technological projects (eg. space technology, computers, energy) specifically focussing on dual use / spin off technologies are addressed.

ELECTIVE MODULES

1. Technology Information and Analysis

In this advanced module, use of technological information as a key resource for decisionmaking is addressed. The links among sources, services and users of knowledge are explored. Information needs identification and organisation of information systems/data bases are initially covered. Then, value additions to information for decisionmaking and the nature of knowledge based decision systems are looked at. Three specific applications of information: use viz: (a) Monitoring, Forecasting and Assessment, (b) Choice of Technology and (c) Environment Impact Assessment are discussed. Technology communication and dissemination methods and barriers are then addressed. Finally, the larger question of information resource management and its dimensions as well as the information market place are covered.

2. Total Quality Management

Quality, Technology and Competitiveness are integrally related and Total Quality Management has emerged as a global movement, having its origins in Japan, North America and Europe, The need for quality management and certification have become essential for many exporting enterprises in developing countries. This module looks at quality control/assurance, the relationships between quality and benchmarking (best practice) as well as standardisation and quality. The special case of quality management in the subcontracting firms is addressed. Finally, the institutional framework for quality management (both within and outside the firm) as well as technological strategies to improve quality are explored.

3. Leadership and Human Resources

A key finding of technology management experience of the last two decades is that leadership and human resources are the most important determinants of the effectiveness of technological change. This module looks at issues of human resource planning. management of interdisciplinary teams and effective creativity, leadership styles. The role of matrix organisations in temporary/ project mode tasks and the importance of motitivaion are, then management functions in technology resource Human addressed. intensive organisations (at all the three levels) like recruitment, training and development, career growth, performance appraisal, are described and strategic options in this important area are identified.

4. Financing and Investment

Experience worldover, indicates that financing and investment of technology through the innovation chain is a critical area for decisionmaking. It is also an area, not well understood,

alternative financial instruments are often not impacts of The considered in making technology choices. This module explores the dimensions and impacts of finance in technology management. First, impact of macroeconomic financial policies rate. the (interest exchange rate, foreign investment and access to international capital markets) on technological innovation is analysed. Next, the sources of finance and the integration of technology in investment planning (feasibility studies, sectoral reviews, etc.) are discussed. The importance of venture capital for new technologies, with uncertain outcomes, is then studied. Finally, management control systems for assessing technological performance and institutional mechanisms for technology financing are discussed.

5. Management of High Tech Industries

It is generally accepted by many that high tech areas (informatics, new materials, aerospace, biotech, renewable energy, etc.) have high growth potential and are technology intensive. The rate of chage in these sectors is rapid and technology development is very resource intensive and risky. This module looks at the experience in the area and develops appropriate concepts and skills. Entrepreneurship, organisational flexbility, manufacturing technology changes (like computer integrated manufacturing), the blurring of distinctions among elements of innovation chain, the close interaction of R&D, design, engineering, manufacturing, marketing, personnel and the customer in such industries are explored. Finally, high management is differentiated conventional technology tech from management as a special case, calling for new management capabilities.

6. Strategies for Government

In a liberalised and globalising economic environment, the role of government in technology management has to be strategically and positively redefined. This is a great challenge for many developing countries. This module looks at some important dimensions of this strategic change. First, the relationship of macroeconomic policies to innovation is analysed. Then, the importance of playing catalytic, facilitative, promotional and regulatory roles (different from the past) is highlighted. Infrastructure and capability building (energy, transport, communication, education, standardisation, etc.) to create a "climate" for technological innovation and attracting new investment is reviewed. Competition policy to create a level playing field for all enterprises is essential to promote innovation and instruments to achieve this are discussed. In the altered economic context, a new regulatory framework (environment, safety, consumer protectioon, etc.) has to be evolved and elements of this framework are, then covered. Finally, the role of government in developing shared goals and in promoting strategic alliances among the three stakeholders is explored.

<u>Annex 3</u>

MANAGEMENT OF TECHNOLOGY : A SELECT BIBLIOGRAPHY

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ACME, MADRAS.

February 1993

A Select Bibliography on Management of Technology

Subject Index

(corresponding to modules in the course design)

- A. Technololgy and Development
- B. Technology Markets
- C. Management of R + D
- D. Technological Innovations
- E. Technology and Corporate Strategy
- F. Technology and Strategic Planning
- G. Technology Information and Analysis
- H. Total Quality Management
- I. Leadership and Human Resources
- J. Financing and Investment
- K. Management of High Tech Industries
- L. Strategies for Government

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Annex 3

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RESOURCE MATERIAL Collected by Zoltán Szabó

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I.

CORE MODULES

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