

BSP3701A Strategic Management

Semester: 2022/2023 Semester 2
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I. Description

This module introduces key concepts, tools, and fundamental issues in strategy. The module is focused on the information, analyses, skills, and business judgment managers must use to craft strategies to maximize long-term performance in the face of uncertainty and competition. We will cover all essential aspects of strategic management: strategy analysis (internal and external), strategy formulation at different levels of the organization, and strategy implementation. We will also reflect on the strategic purpose of organizations, and their roles towards shareholders, stakeholders, and society.

Students will take the perspective of the general manager who has the overall responsibility for the performance of the firm. The general manager's most basic tasks are to understand the drivers of current firm performance, identify the changes that are most likely to affect future performance, and determine how to utilize the firm's resources to achieve sustainable competitive advantage. At the end of the module, students will gain an appreciation for the challenges inherent to managing organizations and the nuances of formulating strategies in the face of an ever-changing environment. This module is designed as an integrative and interdisciplinary course, and draws together and builds on all the ideas, concepts, and theories from your previous introductory modules in economics, accounting, finance, and marketing.

II. Learning Objectives

The most interesting questions are those for which there is no immediate or obvious answer, and the field of strategy deals with exactly this type of question. In this module, the emphasis is not just on acquiring knowledge and applying frameworks. Students will be expected to exhibit traits of excellent strategists, including going beyond the tools offered, questioning received wisdom, extending and adapting the frameworks, and exhibiting critical thinking. The module will be problem-focused and managerially relevant. The learning objectives for this module are:

- **Theory and Concepts.** This module provides the key concepts, tools, and principles of strategic management. The module covers theories for in-depth industry and competitor analysis, for analyzing the impact of various forces (e.g. technological advances, government regulation etc.) on industry competition and evolution and for anticipating and predicting future industry developments. The module also examines the economic underpinnings of competitive advantages and the fundamental conditions that allow firms to create and sustain advantageous strategic positions. The module also covers concepts and theories for corporate strategy decisions such as diversification and vertical integration and global strategy decisions such as international expansion and growth.
- **Analytical Skills.** Theoretical concepts are a great aid to understanding, but by themselves are not enough to resolve real business problems. You also need a set of useful analytical tools and skills that can be applied to the data to question and validate the facts and premises assumed in the theories. Some of the tools are quantitative –

analyzing financial statements, calculating the effects of scale and learning on production costs, for example – while others are more qualitative. Learning how to apply these techniques and when to apply them is a key objective of the module.

The module will offer you experience in conducting a comprehensive strategic analysis of a company. This involves performing an in-depth external analysis of the firm's industry and competitors as well as a thorough internal analysis of the firm's objectives, strategies, competitive advantages and financial performance, identifying the key strategic problems faced by the business, formulating solutions for addressing them and developing an effective implementation plan.

- **Critical Thinking Skills.** The module will place a special emphasis on developing your critical thinking skills and enhancing your ability to present a thoughtful critique of others' arguments, analyses and supporting evidence. These skills will also help you to gather information, prepare thoughtful analyses and build compelling arguments.
- **Communication Skills.** The best analysis will have little effect if it cannot be communicated to others. Managers must be able to articulate their views coherently and persuasively. Perhaps 90% of a typical manager's day is consumed by communication. Time is often scarce. You must learn to make convincing arguments and to make them quickly. Developing this skill requires practice, and we will place a special emphasis on it in class through oral presentations, arguments, and written reports.

III. Materials

This module strives to be “paper-less” where possible. Readings and cases have been placed in Canvas, and all assignments should be done using Canvas.

There is no need to purchase a textbook. However, if you want to read more, I recommend the following *optional* book: Rumelt, Richard. *Good Strategy Bad Strategy: The Difference and Why it Matters*, Crown Publishing, Random House, 2013.

IV. Format

The module contains two interrelated formats: 1) lectures and 2) cases. Each class will have two parts (with a 15-minute break):

- One part of the class will be interactive lecture based on the key topic of the session.
- The other part will be an active discussion of the assigned case. Students will be asked questions, encouraged to interact with the professor and their classmates, and expected to participate in the discussion. If you offer distinctive and constructive ideas to the class, which improves learning, you will get more points for class participation.
- **Be active!** This is not a class where you are expected to merely memorize concepts and theories. Apply the knowledge you gain from lectures, readings, cases so you can best prepare for the next assignments and thus enjoy the process of learning.
- **Electronic devices policy:** Laptops and tablets are allowed for the purpose of in-class exercises and/or note-taking. Smartphones are prohibited during class time unless otherwise specified. If the module is offered in a hybrid format (i.e., in-classroom as well as online over zoom), it is advised to bring laptops or tablets to the class, so you can logon to zoom even when you are physically present in the classroom. Doing so is likely to offer a better learning experience given the complexities of a hybrid class.

What is the case method? The case method is a teaching approach that places students in the role of people who faced difficult organizational decisions. Students are confronted with the complexities of a situation and are asked to use the information available to diagnose the problem(s), identify reasonable actions one might take, and defend their decisions against alternative strategic possibilities.

Things to keep in mind about cases:

- ***Dealing with uncertainty/ambiguity.*** Uncertainty arises from having less information than what one would like. Ambiguity arises from having information that suggests contradictory interpretations. Cases, just like situations in the real world, can contain too little information, too much information, irrelevant information, and contradictory information. While cases do not have obvious “right” answers, some answers are clearly better than others. The goal is to sift through the available information, to apply analytical rigor to arrive at what you believe to be the best strategic decision, and to provide others data (both qualitative and quantitative) to defend your decision.
- ***Engagement is crucial.*** The case method—and your learning experience—is highly dependent upon: (1) your preparation, active listening, and participation, and (2) your classmates' preparation, listening, and participation. Some students will not agree with you, and you may be asked to defend your argument. I will push you to defend your argument as well. Such rigor is acceptable and will contribute to the learning and success of the module so long as it is directed at each other's arguments and not at individuals.
- ***Cold-calling.*** In order to foster this engagement, I will frequently call on those of you who do not have your hands raised (a.k.a. cold-calling). This is a standard practice across strategy sections. I may also cold-call during the course of non-case discussions. Keep in mind that when cold-called, you're not expected to provide a perfect analysis. Rather, your goal is to provide the class with a succinct, well-supported response that seems most reasonable to you.
- ***A safe space to improve.*** My goal is to create a safe environment where students can let go and “try out” new ideas and new arguments. Since we are all going to be in this situation at one point or another, let us make sure we are sensitive to how challenging this can be and respectfully support one another in growing together as a class.

Keys to case preparation. Cases require careful preparation before coming to class. The following is a suggested list of steps to guide your case preparation.

1. Rapidly read the assigned case to gain a general understanding of the industry, the firm and the key strategic issues faced by the firm.
2. Carefully review the case discussion questions provided for the case on Canvas to learn more about what issues require special attention.
3. Carefully re-read the case, taking notes that sort information, facts, and observations under a number of relevant headings.
4. Formulate theories or hypotheses about what is going on as you read ("the company loses money on small orders"), modifying or rejecting them as new information surfaces ("Table 2 shows that shipping costs per unit are higher for small orders, but only for long-distance shipments").
5. Perform quantitative analyses, “crunching” whatever relevant numbers are available. Use these numbers to provide quantitative support wherever possible, particularly when exploring various hypotheses as to the nature and importance of certain phenomena. If the requisite data are not available in the case, precise descriptions of what data are missing often triggers ideas for making creative use of the information that is available.

6. **When you arrive in class.** You should have the following prepared:
 - a. A reasonable list of the key takeaways from this case
 - b. A deep understanding of the case facts
 - c. Well-supported answers to the case questions (questions will be posted on Canvas several days beforehand)
 - d. A definitive position on the core issues in the case
7. **Be prepared.** By “prepared,” I specifically mean that these deliverables should be written down, documented, or readily available to draw upon in a dynamic case discussion. Everyone prepares differently. However, from my experience, it often does not work out well to have a loose grasp of what you think about something and hope that it comes out right when called upon.

Study Groups. I encourage students to meet regularly in study groups to discuss cases before class meets. Working in groups will give you a chance to learn from your colleagues, saving you time from trying to understand the case alone. It also provides an opportunity to discuss ideas in a setting approximating the management teams that are typically charged with these tasks.

V. Module Evaluation

Your final assessment (Letter Grade) in this module derives from a final numeric score, which includes three grading components:

Grading Component	Weight
1) Individual Module Contribution	20%
2) Individual Assignment Case-study	35%
3) Team Final Project	45%
TOTAL	100%

1) Individual Module Contribution (20%). Your responsibilities for all classes are as follows:

- A. **Attendance.** Attend all classes promptly and in their entirety. Missing class will affect your grade and more importantly your own and your classmates’ experience in the class. Attendance will be recorded in every class. Absences will only be excused for valid reasons such as being certified medically unfit by a doctor, having experienced a death in the immediate family, or being involved in a serious accident (note that this does not include sports trainings, cultural events, etc.). If you are absent for a valid reason, please email the instructor in advance of the class and provide documentary evidence in the subsequent class. If you expect to be away for a significant fraction of the semester, you would be well advised to drop this module. Failure to attend class will result in zero class participation score for that class.
- B. **Engagement.** Engagement occurs primarily in classroom discussions, whether those discussions surround cases, readings, or current events. However, out-of-class engagement, on occasion, can supplement (but not substitute for) in-class engagement.
 - i. **In-class engagement.** As this is a case-based module, most of your learning will come through open discussions in class. Active, in-class engagement involves speaking up during class discussions, being clear about your own position and

defending it, and being willing to seek alternative perspectives on the situation. In-class engagement enables you to learn from your colleagues and to help them learn from you, which is what the case method is all about. You are expected to participate in the class by analyzing, commenting, questioning, discussing, and building on others' contributions. Well-executed engagement is not repeating case facts, monopolizing class time, or ignoring the contributions of fellow participants. The ability to present one's ideas concisely and persuasively, to offer distinctive views supported by well-reasoned arguments, and to respond effectively to the ideas of others, is a key success factor in any leadership position. Case discussions will help you enhance these abilities.

- ii. ***Out-of-class engagement.*** While most of our learning occurs in class, out-of-class engagement can still provide a useful supplement. One useful out-of-class way to engage is to examine and apply relevant current events to in-class discussions. In this regard, students are allowed to engage in this manner by emailing their instructor. To the extent that your email and analysis provides something new to the class, be aware that I might ask you to comment on it briefly in class for the benefit of your colleagues. Out-of-class engagement is optional and it does not serve as an excuse from engaging in class.

- iii. ***How engagement is evaluated.*** Both in-class and out-of-class engagement will be evaluated quantitatively and qualitatively. This includes the number of times you engage supplemented in a rigorous manner by examining the quality of your engagement. With regard to quality, the specific dimensions that I look for include:
 - *Clarity* – is the comment succinct and understandable?
 - *Relevance* – does the comment bear on the subject at hand? Comments that do not link up with what the discussion is focusing on can actually detract from the learning experience.
 - *Causal Linkage* – are the logical antecedents or consequences of a particular argument traced out? Comments that push the implications of a fact or idea as far as possible are generally superior.
 - *Responsiveness* – does the comment react in an important way to what someone else has said?
 - *Distinctiveness* – is the idea distinct and supported by well-reasoned logical argument?
 - *Evidence* – have data from the case, from personal experience, from general knowledge been employed to support the assertions made?
 - *Importance* – does the contribution further our understanding of the issues at hand? Is a connection made with other cases we have analyzed?

2) Individual Assignment Case-study (35%). Each student is required to hand in an assignment answering questions from a specific case that the instructor will upload **right after Session 8**. Please read that case and answer the questions directly in your responses. This assignment is **due by 18:00 hrs on 14th April, 2023.**

- The aim of the Individual Assignment Case-study is to help you develop skills in thinking carefully about strategy. This is an open-book, open-note assignment. You can use any course material you would like.
- This is an “*individual*” assignment. Discussing the case in any way with other students—including (but not limited to) sharing answers or thoughts—is a strict honor code violation, as is using analysis from any other outside source (other students or otherwise). Provide *your* analysis and only your analysis. Otherwise, it defeats the purpose of learning.
- Focus on the material in the case (as opposed to outside material from online). Answering these questions should not require additional resources beyond the case and what has been covered in class. Basic facts and knowledge about the industry are permissible as long as you are not relying on conflicting information with the case. Just focus on the case and the specific questions that have been asked.
- As documented earlier, cases, just like situations in the real world, can contain too little information, too much information, irrelevant information, and contradictory information. While cases do not have obvious “right” answers, some answers are clearly better than others. Carefully sift through the available information, apply analytical rigor to arrive at what you believe to be the best strategic decision(s), and provide data (both qualitative and quantitative) to defend your decision(s).
- Please submit your response as a Word document (.doc/.docx) using single-spacing, Times New Roman, font size 12, 1-inch margins. You will get maximum word limit allowance for your answers to specific questions. There is NO reason to submit responses longer than the word limit allowance. It can be tempting to write long responses that “feel” complete, but long answers are more likely to be unfocused and lack clear reasoning. Do provide details and specifics as necessary to support your analysis, but I’d recommend that you spend your time on thinking carefully about your approach and analysis.
- Please title your assignment as follows: YOURFULLNAME-SA1-Case.docx (replace SA1 with SA1, SA2, or SA3, as applicable). Submit via Canvas.

3) Team Final Project (45%). The final component of the module is a team project. Your team can take on the roles of consultants, investment bankers, private equity investors or corporate managers to analyse the strategy of a real company of your team's choice. You will apply the concepts, analytical tools and frameworks of this module to analyse the company's external and internal environments, identify and analyse the key strategic problems it currently faces, and present a set of recommendations to maximize its long-term performance.

This project is intentionally open ended because each company and the issues it faces are unique, and thus you should tailor your analysis accordingly. The choice about the relative weight to put on different issues, theories, and concepts in explaining the firm's activities and derived recommendations is yours. I will evaluate your project based on whether the concepts you use in the analyses are relevant to the situation (i.e. did you pick concepts that best illuminate the firm's situation), applied appropriately (i.e. do they fit the context you describe, how your analyses incorporate relevant quantitative and qualitative data), and presented in a logical, coherent, and well-written manner.

Key milestones:

- i. **Team Formation:** Each student is required to form a team of 5 or 6 **by Session 4**. For better learning, please ensure diversity by gender and nationality in team formation.
- ii. **Project Outline (10%).** Each team is required to submit a project outline (no more than 3-pages of a word document, double spaced, Times New Roman, font size 12, with 1-inch margins) **by Session 7**.
- iii. **PowerPoint Presentation (35%).** Each team is required to make a PowerPoint presentation during **Session 11** of the module. I will provide more details later in the semester.

Peer Evaluations. Each of you will complete a peer evaluation of the members of your team with respect to the team final project. A copy of the peer evaluation form is posted to Canvas and is due by the end of **Session 11**. I will determine individual student scores for the team final project based on my assessment of the team's project quality, my observations of the team's working dynamics, and the information provided through your peer evaluations.

Academic honesty and plagiarism

Academic integrity and honesty is essential for the pursuit and acquisition of knowledge. The University and School expect every student to uphold academic integrity & honesty at all times. Academic dishonesty is any misrepresentation with the intent to deceive, or failure to acknowledge the source, or falsification of information, or inaccuracy of statements, or cheating at examinations/tests, or inappropriate use of resources. Plagiarism is 'the practice of taking someone else's work or ideas and passing them off as one's own' (The New Oxford Dictionary of English). The University and School will not condone plagiarism. Students should adopt this rule – you have the obligation to make clear to the assessor which is your own work, and which is the work of others. Otherwise, your assessor is entitled to assume that everything being presented for assessment is being presented as entirely your own work. This is a minimum standard. In case of any doubts, you should consult your instructor.

Additional guidance is available at: <http://nus.edu.sg/osa/resources/code-of-student-conduct>
Online Module on Plagiarism: <http://www.nus.edu.sg/celc/programmes/plagiarism.html>

SCHEDULE OF CLASSES

Note: Students, as authorized users of Harvard Business Review (HBR), are advised to access the HBR article(s) by themselves.

I. INTRODUCTION

Session 1 (Week of Jan 9). Introduction to Strategy

Reading Porter, Michael E. (1996) "What is Strategy?" *Harvard Business Review*, Nov/Dec, Vol.74, Issue 6, pp.61-78.

II. STRATEGY ANALYSIS

Session 2 (Week of Jan 16). Industry Analysis

Case Nanada, Steen, Wu, Booyar and Slater, "SoundCloud: Subscription Streaming?" *Harvard Business School (HBS) Case Series*.

Reading Porter, Michael E. (2008) "The Five Competitive Forces that Shape Industry," *Harvard Business Review*, Jan, Vol.86, Issue 1, pp.78-93.

Session 3 (Week of Jan 23). No Class This Week (Chinese New Year)

III. STRATEGY FORMULATION – BUSINESS STRATEGY

Session 4 (Week of Jan 30). Positioning and Competitive Advantage

Case Collis, Wu, Koning and Sun, "Walmart Inc. Takes on Amazon.com," *HBS Case Series*.

Reading Brandenburger, A. M., & Stuart Jr, H. W. (1996) "Value-based Business Strategy," *Journal of Economics & Management Strategy*, 5(1), pp.5-24.

Due [Everyone should have a team by now.](#)

Session 5 (Week of Feb 6). Resources and Capabilities

Case Rothaermel and King, "Tesla Motors, Inc.," *HBS Case Series*.

Reading Barney, J. (1991) "Firm Resources and Sustained Competitive Advantage," *Journal of Management*, 17(1), pp.99-120.

IV. STRATEGY FORMULATION – CORPORATE AND GLOBAL STRATEGY

Session 6 (Week of Feb 13). Corporate Scope and Diversification

- Case “DBS Transformation (A): Becoming a World-Class Multinational Bank,” *IMD Case Series*.
- Reading (Optional) Collis and Montgomery (1998) “Creating Corporate Advantage,” *Harvard Business Review*, May/June, Vol.76, Issue 3, pp.70-83.

Recess Week (Week of Feb 20)

Session 7 (Week of Feb 27). International Strategy

- Case Khanna, Palepu and Bullock, “House of Tata: Acquiring a Global Footprint,” *HBS Case Series*.
- Reading (Optional) Khanna and Palepu (2006) “Emerging Giants: Building World-Class Companies in Developing Countries,” *Harvard Business Review*, Oct, Vol.84, Issue 10, pp.60-69.
- Due [Outline for Team Final Project is due.](#)

Session 8 (Week of Mar 6). Strategies in Emerging Markets and Developing Countries

- Case Singh and Duce, “Unilever in Vietnam,” *INSEAD Case Series*.
- Reading Porter and Kramer (2011) “Creating Shared Value: How to Reinvent Capitalism and Unleash a Wave of Innovation and Growth,” *Harvard Business Review*, Jan/Feb, Vol.89, Issue 1/2, pp.62-77.
- Milestone [Instructor will release the case and questions for individual assignment.](#)

Session 9 (Week of Mar 13). Community, Stakeholders and Social Impact Strategy

- Case Subramanian, Dhanaraj and Branzei, “Bayer CropScience in India (A): Against Child Labor,” 2011, *Ivey Publishing*.
- Reading (Optional) Lee, M., Adbi, A., & Singh, J. (2020) “Categorical Cognition and Outcome Efficiency in Impact Investing Decisions,” *Strategic Management Journal*, 41(1), pp.86-107.
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V. STRATEGY FORMULATION – NETWORKS, PLATFORMS AND ECOSYSTEMS

Session 10 (Week of Mar 20). Platform Businesses and Ecosystems

- Case Zhu, Zhang, Palepu, Woo and Dai, “Ant Financial (A),” *HBS Case Series*.
- Reading (Optional) Zhu and Iansiti, (2019) “Why Some Platforms Thrive and Others Don’t,”
Harvard Business Review, Jan/Feb, Vol.97(1), pp.118-125.

VI. STRATEGY IMPLEMENTATION

Session 11 (Week of Mar 27). Student PowerPoint Presentations (Team Final Project)

- Due [Team Final Project Presentation \(each team presents\) and Peer Evaluation Form \(each student submits individually\) are due.](#)

Session 12 (Week of Apr 3). No Class This Week (Good Friday)

VII. CONCLUSION

Session 13 (Week of Apr 10). Uncertainty and Options + Industry Guest Speaker + Synthesis

- Reading (Optional) Trigeorgis, L., & Reuer, J. J. (2017) “Real Options Theory in Strategic Management,” *Strategic Management Journal*, 38(1), pp.42-63.

- Due [Individual Assignment Case-study is due by 18:00 hrs on 14th April.](#)