# **Gujarat Technological University**

# Invitation to Participate / writing Research Papers / Case Studies In the

2<sup>nd</sup> National Conference on "Business Ethics and Corporate Governance" 23<sup>rd</sup> – 24<sup>th</sup> September 2011 at Vadodara

Dear Sir / Madam 29.08.2011

We are glad to inform you that **Gujarat Technological University** in collaboration with **SMJV's CKSV Institute of Management**, Vadodara and **Federation of Gujarat Industries**, Vadodara is organizing 2<sup>nd</sup> National Conference on "**Business Ethics & Corporate Governance**" on **23<sup>rd</sup> & 24<sup>th</sup> September 2011** at Vadodara. **The Conference Brochure with Registration Form is attached.** 

Student's Participation Fee is kept low at Rs 250/- only for two-day conference (maximum 50 students on first-come registration basis). Fees for others are given in the Brochure on GTU website.

We invite Research Papers / Case Studies on the Conference theme and related topics from all the GTU affiliated Institutes, as well as other Colleges and Schools from Gujarat, India as well as across the Globe.

Separate Guidelines for writing Research Papers and Case Studies are attached.

Last date for submission of final Research Paper / Case Study by email to: conference@cksvim.edu.in is 14<sup>th</sup> September 2011.

First Author of first 50 Research Papers / Case Studies received by due date shall get FREE registration as participant.

**3 Best Research Papers / Case Studies** shall be awarded with a **Certificate, Plaque** and **Cash Prize** of **Rs. 10,000/-, Rs. 7,500/- and Rs. 5,000/-** respectively.

**One Best Research Paper / Case Study** from each of the following categories shall be awarded with a **Certificate** along with cash prize of **Rs. 1,000/-** each.

- 1) Large industrial houses
- 2) Medium industries
- 3) Small Entrepreneurs
- 4) Service Sector
- 5) Banking & Insurance Sector
- 6) Education Sector

- 7) Medical and Healthcare Sector
- 8) Government Business Organization
- 9) NGOs
- 10) Multinational and International Businesses

All the Research Papers / Case Studies shall be blind reviewed by Panel of Experts and the selected Research Papers / Case Studies shall be published in **SANKALPA**: **Journal of Management & Research (ISSN 2231 1904)** in Print and eJournal both editions for further distribution in India and worldwide.

Certificate shall be given to all the participants as well as Authors of selected Research Papers / Case Studies. Looking forward to your active participation...

**Convenors:** 

Dr. Rajesh Khajuria Director – SMJV's CKSVIM Mrs. Geeta Goradia President – FGI







# **Updated Brochure with Program Schedule**

# Gujarat Technological University, Ahmedabad <a href="In Collaboration with">In Collaboration with</a>

Shri Mahavira Jaina Vidyalaya's C K Shah Vijapurwala Institute of Management

And

**Federation of Gujarat Industries** 

organizes

2<sup>nd</sup> National Conference on

"Business Ethics & Corporate Governance"

On

23-24 September 2011

At: FGI Auditorium, VADODARA, GUJARAT, INDIA

विश्वस्य ही प्रचेतसा वरुण मित्र राजथः | इशाना पिप्यतम धियः ||

"O Varuna, O Mitra, you Govern every man and are the wise thinkers; You are the Rulers, Nourish our Thoughts."

- **Veda**, The most ancient Indian philosophy scripture

#### DIALOGUE

Globalization has totally revolutionized the global business scenario and an era of competitiveness and transparency has been ushered in. The earlier oft followed favourite practices and theories have undergone a sea change. Today globalization has created a level playing field for all entrepreneurs and only the most efficient, competitive and transparent will survive the competition.

The world is seeing a paradigm shift in the conduct of business and the earlier method of smart dealings and grabbing opportunities is getting transformed into transparent, competitive and ethical dealings. Today's entrepreneur is realizing that 'Ethics' forms the basis of sustaining a successful business empire and as against earlier assumptions it can be safely interlaced with the business strategy for making adequate profits.

In order to have an all pervasive effect of this theory the seed of **'Ethics in Business'** has to be sown at the grass roots so that today's aspiring entrepreneur is not wary of using this knowledge. The targets for initiating this process must be the educational institutions, where managers for tomorrow are trained.

**Dr. Akshai Aggarwal, the Vice-Chancellor of Gujarat Technical University** unveiled plans for two conferences on 13<sup>th</sup> July 2010 at a conference of 106 MBA Colleges, affiliated with GTU. The first conference on "**Business Ethics for Global Success of Indian Businesses**" was organized on September 25-26, 2010 at Ahmedabad in collaboration with SMJV's C.K. Shah Vijapurwala Institute of Management (CKSVIM). Encouraged by the success of the event, Gujarat Technological University is collaborating with the **CKSVIM** and the Federation of Gujarat Industries (**FGI**) to conduct the **2**<sup>nd</sup> **National Conference on Business Ethics & Corporate Governance in Vadodara**, the Cultural City of Gujarat.

The Ethics Conference theme is all the more relevant in the wake of discovery of new and large unethical practices (scams) in Business and Government areas being found in a large number of the developed and the developing nations of the world.

The questions are: Can we as individuals and teams of academicians, entrepreneurs, industrialists, governments, managers, bankers, professionals, environmentalists and social activists think and take some positive action to create and maintain an 'environment' in which business can be conducted ethically and profitably? Does India, which claims to be the cradle of civilizations and which was able to win independence through a highly ethical and moral political campaign led by Mahatma Gandhi, have thinkers and leaders, who can lead the world in creating responsible corporate citizens.

The answer perhaps may be discovered by participating in the 2<sup>nd</sup> Conference on Business Ethics & Corporate Governance. In September, the time and opportunity has again come to formally put down the research findings of thinkers and researchers systematically in black and white.

### **CALL for PAPERS and CASE STUDIES**

GTU invites researchers and thinkers to contribute papers and case studies on the area of **Business Ethics & Corporate Governance**. The papers and Case studies may relate to business practices in –

- Large industrial houses
- Medium industries
- Small Entrepreneurs
- Service Sector
- Banking & Insurance Sector
- Education Sector
- Medical and Healthcare Sector
- Government Business Organization
- NGOs
- Multinational and International Businesses

The Best papers and Case Studies in each Category will be awarded suitably. All the Case Studies shall be reviewed by a Panel of Experts and selected Case Studies shall be published in the proceedings or in some reputed Journal.

Free Registration to First Author of First 50 Research Papers / Case Studies received by last date 14<sup>th</sup> September 2011.

### **VENUE & PROGRAMME**

The serene and scenic ambience of the state of the art **FGI Business Centre** located at Khanpur, near Sevasi, **Vadodara** presents an ideal locale for the conference organized by GTU in collaboration with CKSVIM and FGI. The ambience will add a flavour of spirituality to the event by making it more meaningful. It is proposed to have a two-day conference as per following schedule:

# **PANELISTS**

- Government Representatives, Bureaucrats & Politicians.
- Members from the Corporate Circle –Manufacturing sectors/ Service sectors
- Academia
- Moderators preferably from media or Domain Experts

# **SPECIAL INVITEES**

# (For the inaugural and valedictory session)

- Address by some spiritual Guru
- Keynote speakers for each day

- Chief guest for Day One
- Guests of Honor on Both Days

### **SECTOR SPECIALISTS**

- Financial institutions
- Banks
- SEBI
- Academicians

#### WHO SHOULD ATTEND ...?

Members of the corporate world

Vice Chancellors of Universities

Directors, Principals, Deans, Professors, Faculty Members and Student from management, technical, Medical and other Institutions of Higher Education, Colleges as well as Schools.

**Employees and Employers** 

REGISTRATION FORM WITH FEE FOR PARTICIPATION / SPONSORSHIP - CHEQUE/DD TO:

Please Send duly filled-in Registration Form at CKSVIM in print and signed copy, and

Send e-Copy (signature not required) to: <a href="mailto:conference@cksvim.edu.in">conference@cksvim.edu.in</a> under cc to: <a href="mailto:conference@gtu.edu.in">conference@gtu.edu.in</a> for Registration and obtaining confirmation from CKSVIM

### **CONFERENCE ENQUIRY AND PAPER SUBMISSION TO:**

- Dr. Kunjal Sinha / Ms. Ishita Ashara, Asst. Professors: kunjal.sinha@cksvim.edu.in
- Paper / Case Study Submission by email only to: conference@cksvim.edu.in (Last Date: 14<sup>th</sup> September 2011)
- <u>Conference Enquiries</u>: Ms. Nusrat Campwala, Executive Secretary nusrat.campwala@cksvim.edu.in

## **Address for Communication:**

C K Shah Vijapurwala Institute of Management, SMJV, Vadodara

Tele: +91-265-241 8328 / 241 8329 / 241 8330. Fax: +91-265-241 8327

Website: www.cksvim.edu.in

# **ETHICS CONFERENCE COMMITTEE**

2<sup>nd</sup> National Conference on "Business Ethics & Corporate Governance"

### **Convenors:**

Dr. Rajesh Khajuria
Director SMJV's CKSVIM

Ms. Geeta Goradia President FGI

# Members:

- Dr. Satendra Kumar, Professor & Head, Research Centre, SMJV's CKSV Institute of Management, Vadodara
- 2. Wg Cdr. A.M. Gadkary, Secretary General, Federation of Gujarat Industries, Vadodara
- 3. Dr Chinnam Reddy, Director, Marwadi Group of Education, Rajkot
- 4. Dr. S.O. Junare, Director, National Institute of Cooperative Management, Gandhinagar
- 5. Dr Jagdish Joshipura, Director, Som-Lalit Institute of Management Studies, Ahmedabad
- 6. **Dr K N Sheth**, Director, Shree Saraswati Education Sansthan's Group of Institutions, Mehsana
- 7. **Dr Vashishthadhar Dwivedi**, Admin Director, Om Shanti Engineering College, Rajkot
- 8. Prof. Bhavin Pandya, I/c Director, S V Institute of Management, Gandhinagar
- 9. **Dr. Dalpat Sarupria,** Director, GIDC, Rajju Shroff Rofel Institute of Management, Vapi
- 10. Mrs. Trupti Almoula, I/c Director, Narmada College of Management, Bharuch
- 11. Mr Ajay Shah, Dy. Director, Jaisukhlal Vadhar Institute of Management Studies, Jamnagar
- 12. **Dr Abhijeet Chatterjee**, Professor & Director, Dr. J. K. Patel Institute of Management, Post: Limda, Tal: Waghodia, Dist: Baroda
- 13. Dr. A.S. Abani, Director, Bhagwan Mahaveer College of Computer Application, Surat
- 14. Dr. N.N. Patel, Hon. Director, Anand Institute of Management, Anand
- 15. Dr. A.S. Charan, Director, Luthra Institute of Management, Surat
- 16. Prof. Lalit Chande, I/c Director, T.N.Rao College of Management, Rajkot
- 17. **Prof. Bhavesh Patel**, Dept. of Business Administration, Sankalchand Patel Sahkar Vidhyadham, Visnagar
- 18. Dr S.B. Sharma, Director, Indus Institute of Technology & Engineering, Ahmedabad
- 19. Mr Ved Vyas, Director, Nobel Engineering College, Junagadh
- 20. Dr. Dipti Sethi, Principal, Christ Institute of Management, Rajkot
- 21. Mr. N.B. Sharma, Campus Director / PRO, Sri Aurobindo College Campus, Rajkot
- 22. **Dr. Sunita Upendra Sharma**, Faculty of Management Studies, The Maharaja Sayajirao University of Baroda, Vadodara

# **Registration Form**

# 2<sup>nd</sup> National Conference on "Business Ethics & Corporate Governance" 23<sup>rd</sup> – 24<sup>th</sup> September 2011 @ FGI Business Centre, Vadodara

# **Details of the Participants:**

Name of the Participant	Designation	Mobile No	Amount Rs. 500/- or 1,000/-	Total Cheque / DD Amt. (Rs.)
Our At Par cheque / DD		for Rs	dated	
drawn in favour of '	'Gujarat Technologi	cal University" payab	ole at <b>Ahmedabad</b> is e	enclosed.
Sender Name:		Designation		
Institution / Industr	y:			
Address:				
				<u>-</u>
Mobile:	Tel:		<sup>=</sup> ax:	
Email:				
			re:	

# **Registration Fee: (For entire Conference)**

Seal

(Free Registration to First Author of First 50 Research Papers / Case Studies received by last date 14<sup>th</sup> September 2011 by email only to conference@cksvim.edu.in )

Date: \_\_\_\_\_

- 1) **Rs 500/-** per participant for **GTU** College Trustee / Director/ Professor / Lecturer and Industry members of **FGI**.
- 2) Rs 1,000/- per participant for others.
- 3) Rs. 250/- per student of GTU Affiliated Colleges (limited seats for up to 50 Students only on FCFS basis).
- 4) Registration fee is not refundable. *However, change of participant shall be allowed*.

# 2<sup>nd</sup> National Conference on

# "Business Ethics & Corporate Governance"

PROGRAM SCHEDULE (as on 29.08.2011 with Invited Speakers)

DAY 1 – 23<sup>rd</sup> SEPTEMBER 2011, FRIDAY (9.00 AM – 5.00 pm)

9.00 am: Registration, Networking & Tea (Collect your Program Kit)				
9.45 am: Taking seat in Auditorium				
10.00 am: Inaugural Session I (Lamp Lighting)				
Welcome Address by Ms Geeta Goradia, President, FGI and Convener				
Address by Dr Rajesh Khajuria, Director, SMJV's CKSV Institute of Management,				
and Convenor of the Conference				
Address by Hon. Dr Akshai Aggarwal, Vice Chancellor, Gujarat Technological				
University				
Address by Chief Guest Dr APJ Abdul Kalam, Former President of India*				
Keynote Address by Dr Arup Basu, CEO, Tata Chemicals (India)				
12.30 pm: Lunch Break				
Session II: Session Chairman: Prof. Prem Sharda, Member, NAAC and Former VC, VN Sou				
Gujarat University*				
1.30 pm: Panel Discussion on "Ethical Practices in Business & Corporates"				
Mr. B K Basu, CEO, L & T Sargent & Lundy Ltd*				
Mr. Jaydeep Jadeja, CEO, Bombardier*				
Dr. Madhukumar Mehta, Mentopreneur				
Mr. A.P. Singh, Former Sr. VP (HR), Reliance Industries Ltd, Vadodara				
Manufacturing Division				
3.00 pm: Tea Break				
Session III : Session Chairman: Dr Akshai Aggarwal, VC, GTU				
3.30 pm: Round Table on Ethics				
Ms. Geeta Goradia, MD, Jewel Consumer Care				
Dr. Ajay Ranka, CEO, Zydex Industries*				
Dr. Satendra Kumar, Chairman, PhD Research Centre, CKSVIM				
Dr. J.P. Joshipura, Director, Som Lalit Institute of Management Studies*				
Dr. Subhash Sharma, Dean, Indian Business Academy, Bengaluru				
5.00 pm: Vote of Thanks				

# DAY 1 - 24<sup>th</sup> SEPTEMBER 2011, SATURDAY (9.00 AM - 5.00 pm)

9.30 am: Networking & Tea			
9.45 am: Taking seat in Auditorium			
Session I : Session Chairman: Shri P.K. Laheri, IAS, Formerly Principal Chief Secretary, Govt.			
of Gujarat*			
10.00 am: Panel Discussion on "Governance in Business & Government"			
Dr. Pukhraj Maroo, IAS, Principal Secretary, Technical Education & Training, Government of Madhya Pradesh			
Mr. V.M. Pandit, Chairman, Ethics Committee, Association of Private Detectives & Investigators, Formerly with CBI, New Delhi*			
Dr. Kamal Taori, IAS, Chairman, Rural Business Hub Foundation India, Wardha			
Mrs. Irmel Marla, Chairperson, International Institute for Holistic Research & Voluntary Action (India-Germany)			
Dr. C. Panduranga Bhatta, Chairperson, Centre for Human Values, IIM, Calcutta*			
Mr. Bimal Bhatt, Chartered Accountant and Author of Book on Corporate			
Governance			
12.30 pm: Lunch Break			
Session II : Case Studies and Research Papers* Presentations in Parallel Track			
1.30 pm: Track 1: Chairperson: Dr Chinnam Reddy, Dean, Marwadi Group of Institutions			
1.30 pm: Track 2 : Chairperson: Dr S O Junare, Director, National Institute of Cooperative			
Management			
** Selected through a Panel of Experts through Blind Review as per international standards			
3.00 pm: Tea Break			
Session III : Session Chairman: Prof. M.N. Patel, Member Secretary, Admission Committee			
for Professional Courses and Principal, L D Engineering College			
3.30 pm: Valedictory Session			
Shri Swami Bhram Bihari*			
Mr. Bhagyesh Jha, IAS, MD, Industrial Extension Bureau*			
Dr. G P Vadodaria, Controller of Examinations & I/c Registrar, GTU			
Award of Certificates to the Best Papers / Case Studies			
5.00 pm: Vote of Thanks			

# Note:

# \*Confirmation awaited

\*\* 6 to 8 Selected Case Studies and Research Papers on Business Ethics and Corporate Governance theme shall be presented by their respective Authors in Parallel Tracks.

# Guidelines for Authors/Contributors for writing Research Paper

- ✓ The research papers/articles review submitted must be original and unpublished work containing up-to-date practical information. The journal will not be responsible for any violations.
- ✓ The paper should not be published or submitted concurrently to another journal.
- ✓ Each paper should have on a separate page a brief abstract of about 200 words.
- ✓ Research Paper / Case Study length may be up to maximum 3,000 words only. (Up to 1,000 words for Book Review).
- ✓ The manuscript should be prepared on standard 8.5"x11" paper (A4 size) with 1 inch margin on all four sides. Use of footnotes is strongly discouraged.
- ✓ The paper should be typed in MS word, with **Arial 12 size font** of the body. For **sub-headings**, **Table/Graph/Chart/Diagram Titles**, Arial 12 size fonts and **bold** should be used. Main Title of the Paper should be in **Arial 14 size font and bold**. **Line spacing should be 1.5**. In the body of paper, bold / underline / *italics* should not be used, unless absolutely necessary.
- ✓ Manuscripts in other than prescribed or poor format shall **not** be considered. Some examples of poor format are: too small or large margins, too small or large font size, different font type, lack of proper paragraphs, different line spaces etc.
- ✓ It is strongly suggested that you have your paper checked with a competent colleague or professional for relevance of subject with reference to the **Journal Title**, research angle, English language, syntax, grammar, etc.
- ✓ The research paper should start with an introduction and end with a conclusion summarizing the findings of the paper.
- ✓ References should be cited in the style prescribed in the publication manual of the American Psychological Association.
- o Indicate the position of the reference in the text within brackets by the author's last name and the year of publication. At the end of the text, references should be listed in the alphabetical order of the last names of the authors, with a title "References". Examples of how the references are to be listed at the end of the text are listed below:
- o (Book): Joseph Hair Jr. F., Bush Robert P. and Orthinau David J. (2003) *Marketing Research Within a Changing Information Environment*, New Delhi, Tata McGraw Hill Publishing Company Limited, Second Edition, pp. 542.
- o (Research Paper/article in a journal): Fornell C. (1992) A National Customer Satisfaction Barometer; The Swedish Experience, *Journal of Marketing*, Vol. 56, No. 1, pp. 6-21.
- ✓ Papers will be processed through a **blind review** by experts in the subject areas.
- ✓ The title of the paper, writer's name, designation, name of the institute and university, mobile number and e-mail id should appear only on the first page along with title of the appear and should not be repeated anywhere else.
- $\checkmark$  The responsibility for the subject matter and the views expressed in the papers published in the journal lie solely with the authors. The publication team shall not be responsible for the mistakes of the authors.
- ✓ All manuscript should be submitted in **only electronic form** to **Email:** publications@cksvim.edu.in
- ✓ The publisher or institute or Trust shall not be responsible for :
- o Manuscripts e-mailed to any other e-mail address than the above.
- Plagiarism in research paper by the author.
- o Late receipt of research papers for a particular issue of Journal.
- o Acceptance / rejection / late printing of any research paper without assigning any reason.
- Any unintended mistake by the editorial, publication and printing team

# **Author Guidelines for writing Case Study**

SANKALPA: Journal of Management & Research invites teaching case studies, which should address issues relevant to the new discipline of Business Ethics and Corporate Governance – the subject on which 2<sup>nd</sup> Ethics Conference is announced on 23-24 September 2011 at Vadodara, INDIA in collaboration among SMJV's CKSV Institute of Management (CKSVIM), Gujarat Technological University (GTU) and Federation of Gujarat Industries (FGI).

**SANKALPA:** Journal of Management & Research seeks to publish selected Case Studies which focus on the following subject areas **highlighting the best ethical practices** in:

- 1) Large industrial houses
- 2) Medium industries
- 3) Small Entrepreneurs
- 4) Service Sector
- 5) Banking & Insurance Sector
- 6) Education Sector
- 7) Medical and Healthcare Sector
- 8) Government Business Organization
- 9) NGOs
- 10) Multinational and International Businesses

## **The Review Process**

Each case study has to pass an initial screening and, if judged suitable for this publication, it is then sent to an appropriate editorial board member for review.

#### **Editorial Criteria**

The following points should be considered before submitting your case study.

# Case Study – quick reference questions for case-writers:

- A case should an explicit or implicit management issue (or decision)?
- The issue should be important and relevant to the learning objectives of the course which can be taught
- Present a balanced perspective, including contrast and comparisons?
- Have you taken a "neutral" stand (avoid biasing the readers)?
- The case should provide "currently useful generalizations"?

## **Copyright & Permissions**

#### **Consent to Publish- Release form**

Case studies which includes data which is not made public by the company **must** include appropriate signed permissions from case protagonists e.g. CEO; company directors or any employee given authority by the organisation; or the person or persons under review, granting full permission to publish the case.

### Defamation/libel

If inaccurate, unsubstantiated or controversial statements are made about organizations or people in a submitted case, **CKSVIM** reserves the right to request changes to the text from the author or to reject the case prior to publication. However, SMJV, CKSVIM, GTU, FGI or the printers shall not be responsible for any errors, whatsoever, committed by the authors of case studies.

Critiques and reviews of organizations, products and services are acceptable but comments must be constructive and must not:

- 11) Expose groups or individuals to hatred, ridicule or contempt
- 12) Cause them to be shunned or avoided
- 13) Lower them in the estimation of right-thinking members of society generally
- 14) Disparage them in their business, trade, office or profession

### Originality

Case studies submitted should not have been published before in their current or substantially similar form, or be under consideration for publication in any ISSN/ ISBN-registered publication.

#### **Permissions**

Case studies submitted for publication are not an infringement of any existing copyright. For ease of dissemination and to ensure proper policing of use, case studies and contributions become the legal copyright of the publisher unless otherwise agreed.

Prior to article submission, authors should clear permission to use any content that has not been created by them.

Authors should not assume that any content which is freely available on the web is free to use. Authors should check the website for details of the copyright holder to seek permission for re-use.

### **Manuscript Requirements:**

- **Covering letter:** A brief letter outlining the education need identified for the case, including a list of the courses and institutions this case has been used in. The letter should also confirm that the subjects of the case have seen the case and are happy for it to be publicly distributed.
- Case Study: We accept both short cases and longer in-depth case studies:
  - Minimum length cases must be no shorter than 1000 words, excluding Appendices, references and supplementary materials.
  - Maximum length cases must be no longer than 3,000 words, excluding appendices, references and supplementary materials
  - A title of not more than eight words should be provided.
  - A brief autobiographical note should be supplied including:
    - ✓ Full name
    - ✓ Affiliation
    - ✓ E-mail address
    - ✓ Full contact details
    - ✓ Brief professional biography.

- **Teaching Notes**: all cases **must** include at least one page of discussion and assignment questions.
- **Structured Abstract**: the abstract **must be no longer than 250 words** and should include the following points:
  - Subject area of the case
  - Student level and proposed courses the case can be used on
  - Brief overview of the case
  - Expected learning outcomes
  - List of supplementary materials
  - Key words

# - Optional

- List of further reading materials
- Multimedia accompaniment to the case e.g. audio, visual files

# **Formatting**

- 1. **Headings** must be short, with a clear indication of the distinction between the hierarchy of headings. Headings to be presented in bold format, with consecutive numbering.
- 2. **Notes** or **Endnotes** should be used only if absolutely necessary and must be identified in the text by consecutive numbers, enclosed in square brackets and listed at the end of the article.
- 3. All **Figures** (charts, diagrams and line drawings) and **Plates** (photographic images) should be submitted in both electronic form and as hard copy originals. They should be of clear quality, in black and white and numbered consecutively with <u>numerals</u>.

**Figures** created in **MS Word**, **MS PowerPoint**, **MS Excel**, **Illustrator** and **Freehand** should be saved in their native formats.

- 4. **Tables** should be typed and included as part of the manuscript. They should not be submitted as graphic elements. Supply concise and clear captions for all tables, figures and plates. Ensure that any superscripts or asterisks are shown next to the relevant items and have corresponding explanations displayed as footnotes to the table, figure or plate.
- 5. **References** to other publications must be in Harvard style and carefully checked for completeness, accuracy and consistency. This is very important in an electronic environment because it enables your readers to exploit the Reference Linking facility on the database and link back to the works you have cited through Cross Ref.

You should quote publications in the text: (Adams, 2006) using the first named author's name or (Adams and Brown, 2006) citing both names of two, or (Adams *et al.*, 2006), when there are three or more authors. At the end of the paper a reference list in alphabetical order should be supplied:

- For journals: Surname, Initials (year), "Title of article", Journal Name, volume, number, pages.
- e.g. Capizzi, M.T. and Ferguson, R. (2005), "Loyalty trends for the twenty-first century", *Journal of Consumer Marketing*, Vol. 22 No. 2, pp. 72-80.

# Final submission of the case

Once accepted for publication, the editor may request the final version as an attached file to an **email** or to be supplied on a **CD-ROM** labelled with author name(s); title of article; journal title; file name.

Authors should note that proofs are not supplied prior to publication. The manuscript will be considered to be the definitive version of the case. The author must ensure that it is complete, grammatically correct and without spelling or typographical errors.

**The preferred file format is Word.** For technical/maths content, Rich Text Format (.rtf) is acceptable.

All the best!

Dr Rajesh Khajuria Convener Director – SMJV's CKSVIM www.cksvim.edu.in