

WESTERN SYDNEY UNIVERSITY



Information Systems, India Study Tour April 2016



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Foreword



After a year of planning and preparations, six high performing Information Systems Students namely, Mr. Wakil Almazi, Ms. Nimat Dawre, Mr. Josh Feder, Mr. Gilbert P. Lieu, Mr. Ivan Ong and Ms. Danielle Simiana and two staff members Ms. Simi Bajaj Information Systems Academic Course Advisor and I embarked on a journey to study business processes, operations, systems and strategies of large organisations such as: Yamaha Motors, HealthCaps, Aircel, McDonald's and Tech Mahindra.

This first Information Systems Study tour was filled with innovative and flexible learning experiences. Our students learned about different cultures, learning styles and methodologies. They were also treated with personal guided tours of overseas campuses which gave them a feel of what it was really like to study, live and work in India.

Students also had the opportunity to discuss curriculum differences and similarities and collaborate with students at Panjab University, Chitkara University and University of Fraser Valley as well as the Indo-Swiss Training Centre.

As a Director of the Academic Program, I am determined to explore avenues in which each and every Information Systems student will in the future be given the opportunity to experience and be a part of the international engagements.

Study Tours like this, will allow our students to learn about different cultures and traditions. Furthermore, they will allow students to learn about multinational businesses, their processes and systems as well as business environments and work habits.

Experiences like these, will assist our students and will give them a head start when considering international internships, international research engagements and partnerships as well as semester study abroad programs.

By having exposure to a vast array of experiences while still studying, students will easier be able to take up cutting edge, new innovation opportunities. Knowledge and experiences students gain via international engagement will give them the competitive advantage and skills required to seek jobs of the international calibre in the future.

Dr. Ana Hol, Director of the Academic Program, Undergraduate (Computing IS and Information Systems)

Team Biography



Wakil Almazi is a diligent student in his last year of Bachelor Information Systems at Western Sydney University. He majors in Mobile Computing and sub majors in Networking. Having made customised Linux systems as a hobby growing up, he hopes to further enrich his passion for system development and the development methodologies. Experiences he gained from the study tour have opened his horizons, the understanding of company systems and his newfound love of samosas.

Danielle Simiana is a hard-working and dedicated student enrolled in a Bachelor of Information Systems. She has a sub-major in Social Media Analytics and is currently completing the last four units of her degree. Coming from a large, loud European family that has a mix of personalities, she has a keen interest in sociology and enjoys trying to understand the “why” behind human action. Such being the case, she hopes to someday contribute to the landscape of our society through the integrated use of computing technologies and sociology.



Gilbert P. Lieu is in his final year of the Information Systems degree. He has found that the study tour has given him the opportunity to learn how international companies incorporate technologies to meet their business strategies and objectives. During this tour he also learned about Indian traditions, cultures, and values which only a real life experience can provide. He is grateful to Western Sydney University for providing him with this unique opportunity. With an interest in the computer security field, Gilbert hopes to graduate and join the workforce to engage in protecting cyber systems across the globe.

Team Biography



Nimat Dawre is a assiduous student in her final year. She is currently perusing a degree in Bachelor of Information Systems, majoring in Health Informatics and sub-majoring in Health Information Applications. While working in a medium business who are expanding, she has developed an interest in how information systems can be used to make tasks and processes more efficient. In the future she hopes to gain a job in the project management or in development.

Ivan Ong is a third year Information Systems student with a keen interest in project management. He believes everything can be project managed except himself. Enjoys incorporating fun in work to produce both positivity and enthusiasm. Never bored and always loves a laughter. As he always say, live life to the fullest, enjoy it as if it is your last and make the best out of it for you will never know when that day becomes a full stop.



Josh Feder is a final year Bachelor of Information Systems Advanced student, with a major in Mobile Computing. After high school Josh studied a Bachelors of Psychology. After taking a year-long break working as a content editor, Josh returned to the university to study a degree in Information Systems. This tour presented him a great chance to network overseas, and gain a better understanding of a different culture.

Tech Mahindra



Global Innovators

Tech Mahindra operates on the global level providing business solutions to over 700 companies in various industries, and currently employs over a 107,000 employees. With their headquarters located in Pune, India the company operates across 51 countries with Australian offices in Sydney, Brisbane, Melbourne, Canberra, and Perth.

Tech Mahindra is based on four pillars of service. These pillars are: automation of processes, provision of services that are extremely specialised to their clients' requirements, digitising of existing processes, and searching for disruptive market forces that could result in new business venture.

Information Systems students were given the opportunity to meet with key staff at Tech Mahindra and get first-hand experience on both the business's operations as well as discuss emerging trends within the industry representatives. One of the discussions was based on the rising risk of Advanced Persistent Threats (APTs) and rise of cloud computing and its impact on large businesses.

To see every professional from every field in such a large international company made me feel absolutely privileged. Business lessons, educational lessons, and even life lessons were shared at Tech Mahindra. I felt lessons like these could never be taken from a book but can only be taken straight from the hearts of the leaders to the hearts of the students.

- Gilbert P. Lieu

Tech Mahindra is constantly investing in future potential making itself ahead of the pack. This is definitely a good organisation to grow with as no one day would be the same.

- Ivan Ong

Leadership Opportunities

1000 Leaders Program

Each year new young employees are chosen by merit to be a part of the 1000 Leaders Program. This promotes leadership and skill development. It made us realise that there are opportunities everywhere for self-improvement, involvement and recognition.



The Shadow Board

The Tech Mahindra Shadow Board gives exceptional young staff members the opportunity to form a pseudo board of directors. By working on actual projects young entrepreneurs are able to rapidly increase their skills, gain new experiences and distinguish themselves within the marketplace.

Young CEO Initiative

An initiative that provides the opportunity for young leaders to run a business unit from end-to-end, while receiving training and guidance from mentors on all tasks. This initiative looks for the innovators and leaders within the business and gives them a chance to grow.



Lessons and Opportunities



Be Customer Centric

There was a genuine understanding that the customer is everything to the success of Tech Mahindra. A proper understanding of their needs and wants ensures the success of Tech Mahindra's projects. This was an important lesson on success for all students.

Be an Entrepreneur

There was a big push here for entrepreneurship and innovation. This led to employees encouraging us to stay current while thinking about and understanding how emerging technologies can be leveraged to create new opportunities especially within the global marketplaces.



Be Passionate

During our meeting it was apparent that passion was incredibly important to success. The people we spoke with were completely immersed in their roles. This was a great lesson to students about finding an industry or role that they care about.

Shri Ranganath

Local Temple Wonders

Shri Ranganath Temple gave students an opportunity to visit one of the largest temples in North India. In the centre of Shri Ranganath temple, a golden pillar of approximately 10 meters in height was visible to admire.

Cultural Events

Celebration parade of Vrindavan was commencing during the sunset and through the night when students were leaving the temple. It exposed the students to the type of culture celebrated in India as flashy decorated floats that paid tribute to Lord Krishna were pulled down the main street. Marching bands followed along with cows, horses, and villagers danced through the night made it a spectacular sight for the students to see and experience.



Walking through the temple was like walking around in history. You could almost feel the memories of the ancestors in your bare feet as we walked in their steps.

- Danielle Simiana

Monkeys! There were monkeys climbing up and down the gates of the temples as well as around the pool. It was so average for everyone else but us!

- Gilbert P. Lieu

It is really interesting to see older generations build large temples to worship their Gods and I find it really amazing how they could build them without the use of modern tools.

- Ivan Ong

It was interesting to learn the significance of the temple as we roamed around with the tour guide.

- Nimat Dawre

Chitkara University



Explore Your Potential

Chitkara University was founded by Dr. Ashok and Dr. Madhu Chitkara. Being passionate teachers, their aim was to build an institution for learning that would enable their students to “explore their potential” and ultimately become industry-ready. Chitkara University provides its students with successful programs in a range of disciplines. In particular, their engineering and computer applications programs are well known and respected within India as well as internationally.

Information Systems students from Western Sydney University were lucky enough to find themselves warmly greeted by students and staff of Chitkara University. Students were paired with Chitkara University students who demonstrated the campus via a tour, which gave the students an opportunity to learn about each other’s culture and learning experiences. The commonalities between the students allowed them to form friendships expanding Information Systems students’ networks internationally.

Being able to engage with students who live on campus was a fulfilling experience. Living and learning in such a different way enabled them to give us a completely different perspective on education and life. We learned that there is a strong family culture in India and parents invest in their children up to and throughout their tertiary education, leaving a student to focus solely on their education. In Australia, tertiary education is a means of not only increasing our knowledge but also giving young adults the opportunity to take on more responsibility. The contrast to our cultures is immense and it is interesting to note the advantages of both.

-Danielle Simiana

Chitkara with a Different Approach



Workshops

Students at Chitkara are given opportunities to innovate and work on projects they have always dreamed of. Chitkara University encourages students to explore their potential.

Fitness

Chitkara University believes that students should balance their studies and their physical health on campus. This is done by providing students with high quality gym equipment. The gym is a small part of the larger sports hall with other facilities provided to students.



Networking

Chitkara University plays host to foreign students from various countries to allow students to experience the differences in teaching and studying styles from that of their own country.

Aircel



AIRCEL



A Growing Leader in Telco

Aircel, started in 1994. It is India's fifth largest and the fastest growing GSM mobile service provider with 65.1 million subscribers.

The company offers 2G and 3G post paid plans, and many more services across 13 states. Aircel's 3G rollout has been the fastest rollout seen so far in India.

Study Tour participants learned about the different facets of technology the company uses and the mechanics behind the mobile phone systems, the way phone cells operate between mobile receivers and the base stations and collaborations mobile providers utilise to maximise their coverage within 2G and 3G network. Students were very appreciative to have seen this multi-faceted approach to business collaboration and dedication to customer service and satisfaction.

Bonding begins when you believe in what your staff believes by celebrating not as an individual, but as an organisation.

-Ivan Ong

When operating globally, a business needs to understand their potential customers and shift their model accordingly, only then can the business succeed globally.

- Josh Feder

Aircel gave us the whole experience of mobile communication in India, by telling us about the technical aspects behind mobile communication.

- Wakil Almazi

Aircel's Corporate Colours

Blue - Keep values right

When it comes to their services, Aircel believes in being ethical. Their services are kept as straightforward as possible, but still in line with the market standards. Aircel also ensures their services have no hidden charges.

Red - Do a little extra

Aircel's philosophy is to "do a little extra". By doing so, it is apparent to customers that Aircel are dedicated to taking the user experience one step further. An example of their commitment to service is their activation time periods. Competitors generally take up to 48 hours where Aircel take up to 2 hours.

White - Be the most employee friendly company

Aircel's commitment to being the "most employee friendly company" around, enables them to better retain staff. This in turn lowers overheads where training is concerned and ensures their staff are well equipped and trained so that they can provide best possible service to their customers.

Lessons Learned



Be Supportive

Aircel believes that it is important to support their staff. Aircel respects and honours the culture of their staff with the internal celebrations of festivals. All festivals and ceremonies bring together company staff and their families.

Be Customer Focused

Aircel attributes their success to focusing on meeting the needs of their customers. Students were able to see this through interactions with numerous Aircel managers and department representatives.



Be Innovative

One of Aircel's major successes was the Help System, a system for replacement of SIM cards. While approach was relatively direct to implement, it was innovative as it was able to successfully meet customer demands and strengthen customer satisfaction.



Taj Mahal

Students of Western Sydney University were given the opportunity to see one of the wonders that India has to offer; the Taj Mahal. Pictures that exist in all forms of media such as the Internet, magazines, professional photo galleries do not justify or truly depict how beautiful the Taj Mahal really is.



Information Systems students and two staff members from Western Sydney University were given personalised guided tour around the Taj Mahal and its gardens. Students learned the history and were given insight into the 363 year old structure.

The tour guide brought to life the experiences and the tragic tale behind the creation of Taj Mahal. Understanding that these were more than just landmarks but memories of the King to his departed wife.

Student Experiences

I have seen many photos of the Taj Mahal and heard other people talk about it, but absolutely nothing can compare to seeing it up close and personal for myself.

- Danielle Simiana

The stories we were told about the Taj brought a new dimension to us. Taj Mahal was now a lot more than just a beautifully designed building.

- Wakil Almazi

Anything I could say would be a disservice to actually being there, seeing a legend with your own eyes, and being able to reach out and touch it.

- Josh Feder

To make errors is human, but for the Taj to be built to symmetry perfection without modern tools, an absolute wonder.

- Ivan Ong

It was a great feeling to be at the mausoleum built under the name of love.

- Nimat Dawre

To think there was going to be a black Taj Mahal behind the existing one today, that would have been amazing. When we were walking out the gate of the Taj Mahal, I really did not want to leave. I will be sure to come back one day.

- Gilbert P. Lieu

McDonald's



Succeeding in New Markets

McDonald's entered Indian market in 1996, and since has opened over 300 restaurants within the country. Cultural differences between India and other markets were McDonald's initial challenges. Tour of the Indian restaurant and discussions with both an operations manager and operations consultant gave us interesting look into how business address specific local cultures and strategies.

90% of all processes are automated in a McDonald's restaurant, all cooking is timed by systems with minimum employee interaction required, ensuring that the quality of products is maintained. McDonald's currently utilises the "Made For You System" where food is prepared to order with buns toasted and ingredients held for a short period of time. McDonald's also utilises the order system that tracks all current orders, so that all meals are prepared and delivered to the customers in time. System also ensures that a fast turnaround of 210 seconds is never compromised.

McDonald's success in global expansion is due to understanding of global cultures. I hope to be able to take this lesson with me into my professional career.

- Josh Feder

McDonald's in India has evolved itself to fit into the Indian culture. As students, rather than us expecting the society to accept us, we should evolve to fit into the society. If McDonald's can do it, so can we.

- Ivan Ong

Felt so nice to have a menu that is suitable for vegetarians! In Australia there are too many places that serve predominantly meat menu only.

- Wakil Almazi

International Differences

Incredibly Different Staff

A major difference between countries is that Indian McDonald's employees require a year 12 education. Also, the minimum employment age in India is 18. This makes Indian McDonald's very different to the typical Australian McDonald's restaurant.



McDelivery

While delivery is something McDonalds Australia is working towards, McDelivery is available throughout India. The service operates similar to pizza delivery in Australia, with an order made via mobile application/website. Getting this to work efficiently in India is an incredible achievement.



Menu Options

The Indian market significantly differs to many other McDonald's markets. India's vegetarian population and non consumption of beef meant new menu was required. McDonald's met this demand by developing a menu of chicken and vegetarian options.



Lessons and Opportunities



Be Globally Dynamic

Seeing the differences between Australian and Indian restaurants was an excellent lesson to understand successful business operations. It was apparent that a successful business will always need to address local cultures, beliefs, visions and legal requirements of each region.

Be Dedicated

During our meeting with the operations manager for the Punjab region, we learned that chances for training and promotion are available to all staff members as long as they are committed to the business and self-improvement.



Be Open-Minded

Information systems are everywhere. From McDonald's back office systems to their cashier tracking system. It is easy to dismiss its technology in the first instance, however when looking closer this visit was an eye-opening experience.

Language Workshop



Hindi: One of India's Main Languages

During the course of language workshop, students were taken on a journey to explore the many languages in India. Using both laughter and knowledge, students discovered a new approach to communication.

As all members of the team came from different backgrounds, it was extremely interesting to see how everyone would pronounce the same phrase. Many experienced difficulties. It was fantastic to see everyone putting effort.

Students were surprised to learn how different Hindi was from English. They learned that Hindi is a phonetic language and that words are pronounced in accordance to their spelling while in English there is no such rule. Furthermore, Students learned that Devangari script has 10 vowels and 40 consonants. Overall this was a great opportunity to work together as a team and learn to communicate in a different language.

One thing that was particularly challenging when it came to learning Hindi was the vowel sounds. They all sounded so similar to each other. They are completely different to English vowel sounds. It made it tricky to remember the correct pronunciation of words. Many team members took to writing down words phonetically in English, so they could remember how they were pronounced.

- Danielle Simiana

It was funny to see everyone clueless when the teacher was expecting a reply in Hindi. Even though I know partial Hindi, I am glad I learnt the correct pronunciation of the letters. This will definitely help in the future.

- Nimat Dawre

Indo-Swiss Training Centre



Practice-Based Education

Established in 1963 as a collaboration with the Swiss Foundation for Technical Assistance, the Indo-Swiss Training Centre (ISTC) is a place for technical education. The ISTC operates under The Council of Scientific and Industrial Research (CSIR) banner and offers a variety of diplomas in technical fields.

The education focuses on practical training and the utilisation of current industry technology, ensuring that students are professionally trained and are ready to enter the workforce after graduation. When we visited the training facility local students were working on metal-work machines while under supervision. We also learned that each student is required to produce an artifact model and demonstrate their mechanical knowledge and precision. Furthermore, students work with automated and miniaturised versions of factory systems where they learn how to better utilise them. At Indo Swiss Training Centre, practical education is strongly embedded with theoretical lecture based training. It was interesting to see that students at ISTC are given compulsory practice and training time that they need to complete before they can formally be assessed.

I really valued this experience, it was a great chance to network with students from another country and even another field. It was rewarding to hear how many students wanted to study in Australia and help them out by sharing my own experiences.

- Josh Feder

I was very intrigued by the practical work completed by the engineering students. It was amazing to see what they collaboratively built and hear how the process worked.

- Danielle Simiana

Our Experience

Present

Dr Ana Hol was given the chance to present to ISTC's students about Western Sydney University, and overseas study prospects. Following this students were able to engage with Western Sydney representatives and gain better understanding of study opportunities.



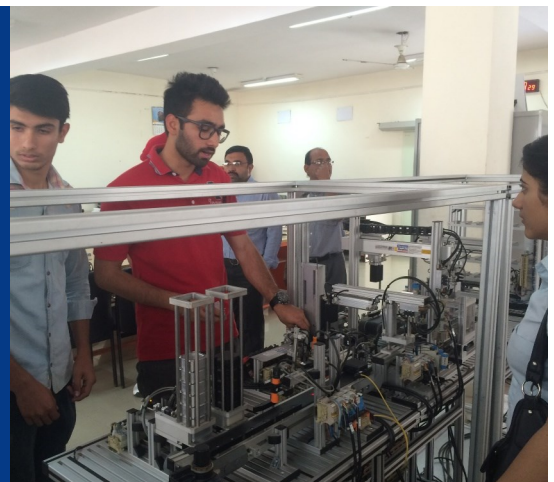
Network

Western Sydney University students were given the opportunity to meet with CSIO/ISTC staff and students and share their experiences. This was a great networking opportunity, allowing students to develop their global networks.



Tour

As Information System students we focus on process automation and improvement. ISTC students showcased their cutting edge research work in automated systems. This was a valuable experience that allowed us to conceptualise and see automation in action.



Lessons and Opportunities



Be Practical

It was great to see that emphasis at ISTC is on practical hands on education. Students are given exposure to actual real life business problems. As Study Tour participants we learned that knowledge gained via real life examples is extremely valuable.

Be Collaborative

While exchanging experiences with ISTC students the tour participants learned about different skillset required when solving real life business problems. This heavily supported developments and initiations of new international collegial networks.



Be Creative

It was fascinating to see so many robotic arms working together harmoniously, as though a classroom was a real factory. It was great to see technology implementations and hear the explanations about systems that are utilised to monitor and support robotic operations.

Rock Garden



Trash to Art

Rock Garden is a sculpture garden located in Chandigarh that was founded and designed by Nek Chand who started the project in 1957. He kept the garden a secret for nearly two decades before it was discovered in 1975. Rock Garden is now maintained by the Rock Garden Society whom honour Nek Chand. Over the last six decades, the garden has grown to cover approximately 60 acres of land.

Rock Garden's sculptures are constructed from recycled materials. Nek Chand proffered pieces of broken ceramics, glass and bangles, rags, electrical parts and twisted wire for construction. The garden is filled with sculptures that personify humans, animals and plant forms, all decorated with recycled waste.



Being able to explore the garden myself with our tour group, I felt extremely lucky. To me, the garden is a representation of Chandigarh and its people. I see Rock Garden as a sort of time capsule, holding on to all that we throw away, both metaphorically and physically. It exemplifies our human capacity for change and growth while respecting the things we leave behind in that change.

- Danielle Simiana

It was interesting to see how trash can become treasure collections.

- Ivan Ong

Even when surrounded by so much art and natural beauty, it was the people I appreciated the most.

- Josh Feder

HealthCaps India Ltd.

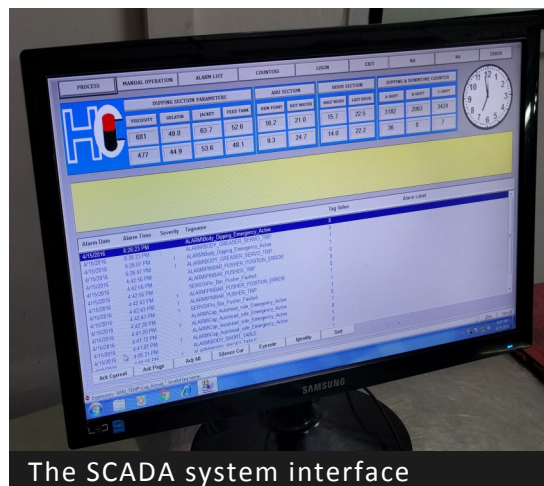


Ethical Innovators

HealthCaps India Ltd. (HCIL) specialises in producing high quality gelatin capsules for the pharmaceutical industry. It was founded in 1984 and aims to meet the requirements of many pharmaceutical companies by producing capsules to meet their needs. HCIL currently produces 10 billion capsules annually by operating 18 production lines to achieve this.

The process flows from the raw gelatin to the mixer machines, following on to the feeding tanks and finally reaching capsule moulding machines and collector tanks makes the process seem seamless.

The Supervisory Control And Data Acquisition (SCADA) system in place at HCIL really demonstrates the power that information systems bring to industries today.



The SCADA system interface

HealthCaps production capabilities are amazing. It was surreal to see every facet of capsule production. This experience gave me a real insight into automated processes.

- Josh Feder

Being able to see the process in action was incredible. I was completely mesmerised by power of the SCADA system. The level of automation was very impressive, it required barely any human intervention.

- Danielle Simiana

Automation and efficiency is the key to success which HealthCaps has definitely achieved. Absolutely shocked when I found out the company runs 24/7!

- Gilbert P. Lieu

Lessons and Opportunities

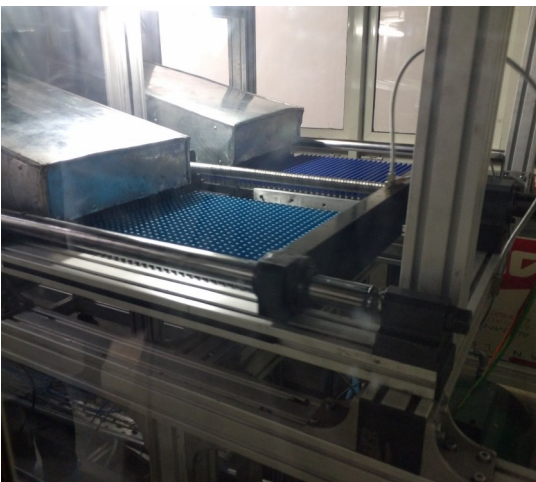


Be Connected

While producing capsules for the international market, HCIL has a specific goal of hiring local employees to fulfill the tasks. This is an important lesson for students about maintaining roots while still fostering global connections.

Be Ethical

HCIL has taken an ethical step forward by understanding that not everyone can have animal products in their consumables. By creating capsules with no animal products the business is able to provide a new product that now allows them to expand to different markets.



Be Involved

Study Tour students were able to witness the capsule making process from the beginning to the end. By being physically present during the process, it was simple to grasp the role each process had in creating the final product. This was a great experience. We could finally see manufacturing processes in action.

Exposure to Indian Culture



Jumping Into Culture

The opportunity to engage in an important and celebrated part of Indian culture on the streets in front of hundreds was an unforgettable experience. There is a great deal of cultural difference between how a wedding ceremony is held in India and Australia. Indian ceremonies are far more extravagant and very lavishly done. From the moment the groom stepped out into the street, there was dancing and singing, combined with joy and laughter from the guests who were there to witness and celebrate the joyous moment when bride and groom become husband and wife.

Guest Involvement

There was a strong emphasis on the involvement of the guests of the wedding as well as the bride and the groom. We were able to observe the seven vows made to the aspects of married life: food, health, wealth, love, children, peace, and loyalty at the end of the ceremony.

Visiting this wedding was incredible. The hospitality we experienced cannot be overstated. The celebrations were something you will not see in a western wedding. Dancing, cheering, and something about stealing shoes, everything felt so amazing to be a part of.

- Josh Feder

I have been to a couple of Indian weddings in the past but by far this event topped them all. To experience the level of hospitality, colours, clothes, foods, traditions and dancing is far too much for words to describe. It is an occasion where you must be there to believe it.

- Nimat Dawre

Panjab University



An Intellectual Community

Panjab University was ranked within the top 50 by the Times Higher Education Asia University rankings in 2015 and second in India.

Study Tour representatives had the pleasure to visit Panjab University and attend presentations by faculty. Following the presentations, students were taken on a campus tour to see the facilities. Students were also given demonstrations of systems and processes currently employed by the university.

Having the opportunity to speak with Panjab University students allowed Western Sydney University Information Systems students to gain better understanding of educational programs, university's campus culture and gain the sense of the study environment. Students from Panjab University were very eager to share their knowledge and experiences and in turn learn about Western Sydney University.

It was interesting to learn that students at Panjab university study 9am to 5pm, that most live on campus and are all looking for new and exciting future opportunities that range from collaborative research to international study.

As a student majoring in mobile computing it was nice to feel the connection of using similar programs and languages to develop mobile applications such as Java inside Eclipse.

- Wakil Almazi

Meeting with students from Panjab University was a valuable experience in networking, and being better able to understand people across cultures.

-Josh Feder

A University with a rich history of 200 years and rates as one of the best Universities in India. There must be something that they are doing right that we can learn from.

- Ivan Ong

A Similar Practical Approach

Practical Education

Panjab University includes three hours of laboratory time per week to ensure their students are able to develop their practical skills in addition to their theoretical knowledge. Doing so prepares students for real life workforce tasks.



A Similar Approach

It was an informative experience to be able to discuss education with students from both another institution, and another country. Information Systems students found that there was a great deal of crossover between the degrees offered by Panjab University and Western Sydney University.

Cross-Cultural Experiences

Despite the differences in student lives and cultures, students and faculty from Panjab University were very hospitable and made the Western Sydney University students feel as though they could belong to Panjab University.



The Golden Temple



The honour of seeing the Golden Temple was an experience that students could take back to Australia. The Golden Temple was completed in the year 1604, showcasing its central golden structure, holy lake with sacred fish and one of the largest free kitchens in the world (Langar Hall).

Cultural Traditions

Following cultural traditions by removing shoes and covering one's head with provided scarves were a few of the actions that exposed the students to the religion of Sikhism to show signs of respect within The Golden Temple.

Langar Hall Meal

Meals prepared at Langar Hall consists of lentil dhal, vegetables, rice pudding, and roti. Karha Prashad (blessing food) is also served in a leaf bowl upon leaving to show respect to visitors.

One of World's Largest Free Kitchens

Langar Hall welcomes everybody from all walks of life, around the world regardless of race, religion, color, or background. There are no bookings required or bill to be paid, but volunteering to help make roti (traditional bread), washing dishes, or making a small donation will help the volunteers and kitchen continue to feed over 100,000 people at the Golden Temple daily.



It was simply magnificent, every angle we viewed the Golden Temple from gave a different shine and it felt so surreal.

- Gilbert P. Lieu



Fraser Valley University



Student Centric Campus

Fraser Valley University (FVU) India prepares students for entry to FVU Canada by following westernised methodologies in regards to tertiary education as well as culture and lifestyle.

There have been previous universities which had followed similar practices but have not succeeded. FVU India had started with 16 students completing their Bachelor of Business Administration course. The course has now grown to 450 students.

Student Experiences

Students were able to engage with key staff members of UFV. Throughout their visit and during an on campus tour, staff demonstrated facilities reminiscent of Western Sydney University.

They had inspirational quotes on western figures such as Bill Gates and Mohammad Ali, which I found touching!

- Gilbert P. Lieu

It is good to see they have motivational quotes displayed prominently, it really helps motivate students to succeed.

- Nimat Dawre

So many students travel abroad for study with little preparation for the cultural differences they will face. FVU prepares students for these differences allowing their students to succeed.

- Josh Feder

Opportunities for The Students

Be Engaged

Student engagement programs such as “Super Saturday” promote students’ innovation and the creation of student networks. This is incredibly important for students that are seeking overseas education.



Be Prepared

Fraser Valley prepares its students for immersion in a completely foreign culture. Preparation ensures that students have easier time adjusting to Canada as opposed to India. This served as a good reminder to those travelling overseas.



Be Real

Fraser Valley students work on real business ventures in marketing, sales and technology as a part of their degree. This is a great program that gives realistic experiences and promotes student networking and entrepreneurialism.



Markets

Bartering for Fun and Profit

Students were able to experience Indian markets, where generally no price is fixed and it is up to a customer to get the best price by bartering with the store's owner. The markets provide an amazing variety of products from clothes, bags, medicines, groceries, and electronics. This was a rich experience in cultural immersion for students, as they were able to see what day-to-day life for locals must be like.

Local Cuisine

Students were able to experience a multitude of classic Indian street foods including: Kulfi a dense ice cream with a variety of flavours, spring rolls an Indian twist on the classic, Lassi a yoghurt-based drink that can be either sweet or salted, Gulab Jamun a milk-based dish with flavour of its own, and Rasgulla a syrupy dessert that is unlike anything in Australia. It was a unique way to be a part of the Indian cultural experience.



For the fun and experience, we all took a turn to visit the same store and see who can push the prices down the lowest.

- Ivan Ong

The markets were such a colorful maze of chaos. They were a little overwhelming, but once we jumped right into them, it felt like we had been haggling for years.

- Danielle Simiana

Being thrown headfirst into such a different culture was at first a shock. The people were so friendly and provided so much help in finding where to go and what to eat, so it was not hard to work things out.

- Josh Feder

They sold everything you could possibly have wanted in Shastri Markets. My favorite store was actually a used book seller that sold an abundance of books displayed on a tarp on the side of the road. I purchased three used books for \$6!

- Gilbert P. Lieu

India Yamaha Motors



No Compromise On Quality

Yamaha Motor Solutions Limited India (YMSLI) was established in 1985 to manufacture, assemble and export motorbike parts as well as completed vehicles locally and internationally. Information Systems students were able to see both the manufacturing processes that took place, and the systems that the company utilised to ensure Yamaha's success by having the honour of inspecting the plant lead by the plant manager who demonstrated the entire chain of operations from manufacturing, welding, spray painting, assembly and shipping.

Yamaha's Systems

The IT project manager demonstrated how emerging trends of IT helped shift the plant's paper operation into an automated processes. Through the implementation of their Centralised Logistics System (CLS), is able to manage real time information of inventory such as an overview of sales and stock information for all operational units across the plant. Other systems such as MS-Navision, YNSPIRE, and PYMAC III assist with management within the finance department, sales and logistics, and the production department respectively.

Seeing a massive production line is an eye opener. From assembly to packaging to shipping, quality control was tip top.

-Ivan Ong

Within the factory, it was surprising to see the level of automation was still integrated with paper-based systems. Whilst they plan to implement new systems in the future, it was impressive to see the way they integrate low and high tech systems successfully.

-Danielle Simiana

As someone who watches Top Gear and for the love of cars, I felt really connected going through the plant; the care, testing and effort put into each bike reinforced my impression of quality that Yamaha delivers.

- Wakil Almazi

Lessons and Opportunities



Be Inclusive

Yamaha's all inclusive program ensures people from various walks of life and backgrounds can enter the workforce. Yamaha is a forward thinking. It provides training to all its employees and encourages them to work hard, excel and explore global opportunities.

Be Connected

Despite different manufacturing processes worldwide, Yamaha adapts to suit the local markets, culture, demands and resources. Yamaha however always maintains its levels of safety and quality. Being able to adapt in a such way is important lesson for students who are looking to enter global marketplaces.



Be Precise

Yamaha makes use of a great deal of quality controls. Each product we saw was rigorously tested to ensure it worked. This attention to detail is something students need to understand. Seeing it all in this environment really showed how important quality is.



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