

中國科學院大學經濟與管理學院

5 th

Global Immersion Program

2017 台南

## 澳洲格里菲斯大學



### Words of Dean, Cheng-Chang LIN (College of Management, NCKU)

The Global Immersion Course (GIC) is an innovation in management education. It integrates management theories and case practices, and enrolls students from different managerial fields, cultural backgrounds and nations, to collectively cultivate their creativity for emerging issues in corporate management.

Partnered with School of Economics and Management, University of Chinese Academy of Science (UCAS) in China and Griffith Business School, Griffith University in Australia, we held the 1<sup>st</sup> GIC and 3<sup>rd</sup> GIC in Beijing in February of 2014 and October of 2015, respectively, and the 2<sup>nd</sup> GIC in Tainan in July of 2014 with UCAS; While offered the 4<sup>th</sup> GIC in Australia in July of 2016 also with Griffith University. This year, we held the 5<sup>th</sup> GIC with the two partners again in Tainan, gathering all the students to work on the topic raised by a local entrepreneur.

The course has become an international intensive short course, involved field trips, concluded with direct feedbacks from the corporate high-level managerial team, and has been in English. Students of different backgrounds and experiences interacted with each other. They greatly presented their creativity to academic and practical professionals.

We highly appreciate to our partners, Assistant Dean Ping Lv, Assistant Dean Han Qiao, Professor Jian Xu, Professor Xiu-Ting Li of UCAS; Professor Michael Berry of Griffith University; for raising the funding, organizing and leading their students to join with us. Moreover, I would like to give my sincere gratitude to all the contributors of this course, especially, Director Hsuan-Chu Lin of International Affair of Management College, NCKU. With all of your great efforts to make this course again successful.

> Prof. Cheng-Chang LIN Dean College of Management National Cheng Kung University

## Words of Professor Xiu-Ting LI (School of Economics and Management, UCAS)

Congrats for the great success of the fifth Global Immersion Programme (GIP) in 2017. We would like to express sincere thanks to the organizer of the fifth GIP, National Cheng Kung University (NCKU), especially to the Dean of College of Management, NCKU, Prof. Cheng-Chang Lin, and Prof. Hsuan-Chu Lin, Ms. Kuo, Miss. Huang and all the staffs in NCKU contributing to the programme. We are also much appreciated for the support of Shen Yang Bicycle (SYB).

The four-day courses have made an impressive and unforgettable experience for all the participants. It provided a good opportunity for the teachers and students with different cultural background to communicate, and to learn together, to solve practical management problems.

The sixth GIP in 2018 will be held in Beijing. We will be expecting the teachers and students from three universities in Beijing. And we wish the GIP get better and better through our mutual efforts in future. We believe the GIP would promote deeper cooperation among the three universities.

Prof. Xiu-Ting LI Associate Professor School of Economics and Management University of Chinese Academy of Sciences

#### Words of Professor BERRY (Griffith Business School, Griffith University)

This activity really provided us with a global vision of business and marketing particularly within the Asia Pacific region. This has been a really terrific and challenging learning experience...moving us out of our comfort zone and into the real world context of Asia. The 'Asia Business Challenge' really is a great opportunity to translate our ideas and university learning into practical knowledge and experience while at the same time developing a deep understanding of how to do business in the Asia Pacific region.

Prof. Michael Berry Asia Business Challenge Organizer & Coordinator Griffith Business School Griffith University

### Words of Director, Hsuan-Chu LIN (College of Management, NCKU)

It is my pleasure to host the 5<sup>th</sup> Global Immersion Course in Taiwan, even though the 2<sup>nd</sup> GIC was also held here, it is my first turn to be placed in charge of the domination. And I feel triple honored to be supported also by the partners from University of Chinese Academy of Science and Griffith University.

In the 5<sup>th</sup> GIC, it was indeed the first time for students from Griffith University to join the course in Taiwan, which was an opportunity to further our globalization crossing over the education sector and industrial sector, and allowed more people to understand the school, the business and the country.

This year, the course focused on solving an issue raised by the bicycle industry. There was the field trip arranged on the first day, leading students to know the co-operative enterprise, and experience the characteristics of the bicycles. In the other three days, supplementary lectures, discussions and practical guidance were conducted, strengthening students' knowledge of international marketing strategies, and encouraging their teamwork and self-growth. As a result, the students tried their best to solve the problem adequately.

The course has become one of my best and unforgettable memories in GIC and teaching life, and I believe our students have already been waiting to join the GIC next year.

Prof. Hsuan-Chu LIN Director of International Academic Exchange Center College of Management National Cheng Kung University

## 2017 第五屆跨國管理實務融合課程 The 5th Global Immersion Course 2017

## Agenda

	Tri-University Collaborative Courses, NCKU				
Date	9:00~12:30 am	2:00~15:00 pm	6:10~9:00 pm	Hrs	
Oct.15 (SUN)		Welcom Ceremony, Introduction, and Grouping 歡迎儀式		3	
Oct.16 (MON)	Company Visit 企業参訪	Company Topic Assigned 企業命題	Welcome Dinner 歡迎晚宴	9	
Oct.17 (TUN)	International Marketing Management 國際行銷管理 Prof. Ya-Hui Kuo 郭亞慧老師	Team Discussion 1 小組資訊分享、討論 1	Team Discussion 2 小組資訊分享、討 論 2	9	
Oct.18 (WED)	Strategic Brand Management 策略品牌管理 Prof. Meng- Kuan Lai 賴孟寬老師	C o m p a n y Instructor Q&A 與企業負責人 Q&A	Team Discussion 3 小組資訊分享、 討論 3	9	
Oct.19 (THR)	Rehearsal 小組討論、預演	Final Presentation and Closing Ceremony 成果發表、結業儀式	Closing Dinner 結束晩宴	9	

## 師資介紹 (Introduction of Faculty for GIC)



## Dr. Hsuan-Chu Lin (Director of International Affairs, NCKU)

Ph.D. in Finance, Rutgers, the State University of New Jersey, USA

Research Concentration: Agency Theory, Credit Risk, Option Pricing Model, Financial Market Transaction



## Dr. Meng-Kuan Lai

Ph.D. Marketing, Purdue University, USA

Research Concentration: Consumer Behavior Analysis, Questionnaire Design



## Dr. Hsin-Hui Chou

Ph.D. in Marketing, University of Manchester, UK

Research Concentration: Innovation and Strategies, Enterprise Marketing, New Product Development, Qualitative Research



### Dr. Ya-Hui Kuo

Ph. D. in Retailing and Consumer Science, University of Arizona, USA

Research Concentration: Global Retailing, Consumer Behavior, Retaining Services, Research Methods, Principles of Marketing, Marketing Management



## 國立成功大學管理學院 College of Management, NCKU

- Mission: Serve business and society in the global economy through developing professionally qualified and socially responsible business leaders as well as through advancing the frontiers of knowledge in business management.
- Vision: Become a leading business school in the Asia Pacific region through: Truth and Knowledge, Integration and Innovation, Growth and Excellence.

College of Management was established in 1956 as the College of Business. In 1980, the College was renamed the College of Management.

The College consists of 5 departments, 11 master' s graduate institutes, 9 Ph.D. programs, and 5 continuing education master' s programs. It also includes an Office of International Affair that runs international dualdegree and exchange programs, a Case-study Center that promotes industry-university career cooperative programs and teaching with case studies, and the APMR Editorial Office. (Please kindly refer to Figure 1 for the College' s structure.

In the QS World University Rankings 2015, NCKU was listed among the world's top 51-100 universities for Statistics & Operational research and in the top 151-200 for Business & Management Studies. In 2012, the College of Management gained accreditation from the internationally prestigious Association to Advance Collegiate Schools of Business (AACSB), confirming its status as an international-class management school. The College collaborates in joint/dual-degree programs with some of the world's top 100 business schools, and is on course to joining the top tier of business management colleges in Asia Pacific. The ratio of domestic to international students at the College is around 10:1, evidencing its international profile.



School of Economics and Management, formerly known as the Management department of CAS founded in 1978, is the first school established after GUCAS (which changed her name to UCAS in 2012) adopted its present name in 2001. The Renowned economist Cheng Siwei served as the dan of the school since its establishment.

In recent years, the School of Economics and Management has always been striving to be a domestic first-class research-based management school with significant international influence.

The School is committed to acquiring a deep understanding of China's economic development theoretically and practically, and expanding its teaching and researching fields based on their own unique features. And a comprehensive discipline system has been built with the featured courses like innovation and entrepreneurial management, and financial engineering management.

- Mission: Creating knowledge, contributing thoughts, nurturing leaders and influencing society.
- Vision: Lead the reform of management studies in China and become and internationally influential research business school.

## GRIFFITH BUSINESS SCHOOL

Griffith Business School is committed to high-quality business and public sector education and research, with a special focus on sustainable business development and responsible leadership.

Located in South-East Queensland (Brisbane, Logan and the Fold Coast), the fastest growing region of Australia, Griffith Business School is part of Griffith University, a dynamic, innovative and well-respected public university with 50,000 students from 131 countries.

Its degrees and programs are recognized nationally and internationally, and its senior researchers are leaders in their fields. With Asian studies, government and international relations, public policy and public administration, tourism, sport, event management, and real estate and property development in our broad program portfolio, Griffith Business School provide a wide range of undergraduate and postgraduate programs, as well as a substantial PhD program.

Through teaching and research programs, Griffith Business School seeks to ensure that its graduates and partners are prepared for the ever-changing world in which responsible leadership and sustainable business practices are critical.

- **Mission:** To deliver outstanding business education and research through engagement with industry, government and the social communities we serve, and to do so in ways that contribute to a prosperous, equitable and sustainable future.
- Vision: Advancing innovative and socially responsible business education, scholarship and practice in Australia and the Asia region.

## 參訪企業簡介 (Introduction of the Industrial Partner)



## 昇陽自行車國際股份有限公司 Shen Yang Bicycle International Co., Ltd., SYB

Shen Yang Bicycle International Co., Ltd. (SYB, to be short) is well developed as a Asia-Pacific regional distributor for high-end cycling Brands and Products.

SYB' s headquarter, center of Marketing, Logistics and Service, is located in Tainan, Taiwan. There are 33 staffs in total dedicated in its HQ. The headquarter, covering

terrace 3,000 m2, stores inventories to supply Asia-Pacific market across Taiwan, China, Hong Kong, Japan, South Korea, Singapore, Philippine, Thailand, Malaysia, Vietnam, Indonesia, Australia and Mongolia.

Shen Yang Group manages Asia-Pacific cycling market since 1993. On China market, Shing Sheng Yang (SSY, to be short) was built since 2006, and before that President Mr. Shih has run by join venture for more than 10 years. With years of contribution, SSY has become pioneer of Highend Cycling Brands and Products. The subsidiary company in ShenZhen is functioning on sales and marketing of China, providing supply chain management in a 1,000 m2 warehouse with inventory stock for China. There are 23 staffs dedicated to the company in ShenZhen, focusing on logistics. A team from Taiwan will regularly come by and enhance the teamwork,

SSY in Shanghai is the home base for Marketing and Sales.

## 企業命題 Corporate Assigned Topic

How to make efficient communication with the target customers of SYB to prompt its sales volume?



\*平台Platforms

\*互動Interaction

\*網路劇International drama

\*熟點Hot spot

\*海報Poster \*合作Cooperation



## Global immersion Course I October 2017

Management of the Asia-Pacific market
 J. Using new media in order to be a good self-media
 JII. SYB's relationship with brands and customers



3 main strategies proposed :

Links' publication on Facebook

1)Short videos : 1 min. in length Presentation of a new product

2)Longer videos : 5 min. in length Review of a product : - Showing the product itself and when it is used - Overall rating of the product at the end of the video

3)Categorizing videos : Differences and similarities presentation of a same product category  $\rightarrow$  orientate and help the customer

SYB



TLC Consultants Timothée Carriço Camille Loir George Sosangelis Lewis Kemp Isa van der Werf Zoey Zou Kelly Hsu Serena Wang Jonathan Chen



Vietnam Bicycle Market General introduction of Asia-Pacific market for high-end products by office Mature market: Japan/ Korea/ China portunity: ------Singapore Bicycle Market Malaysia Bicycle Market A Total population: 5.61 million alaysia GDP grows faster Consumer spending in Malaysia increase 5.8% in 2017 verage national income \$ 10,570 US dollar hird highest car ownership in the walds 54% of households in the country h affic and air p 166 be improved





## Global Immersion Course Fall 2017 🛞 Syb



#### PESTEL Analysis

Politics- Stable Policy Situation

Economics - Developed countries in Asia Pacific Social - Active lifestyles increased demand. Technology - Communication technology Environment - Eco-friendly trend Legal - Environmental legislation

#### Features of Target Consumers



High Income Level Active Lifestyles

Affinity for reputable brands

Quality Products

#### **Online integration and** customer communication

Make connection to the world

#### Different social networks

Facebook : >30 000 subscribers Youtube : 231 subscribers

#### Instagram's opportunities



#### Authors-Group 5

Audréa Macquaire , Emily Ma Gregoire Viana , Hsuan Yi Ho Isaac Oancea , Sandy Liu Nansen Naidoo, Xiaohu Kuang

## ់<sup>1</sup> 3 Competitor Challenge

#### Detect and compare to others Online Individuals

Yahoo!, Ebay, Taobao

#### Differentiate from Competitor

	Online Platform	SYB Direct Channel
Knowledge of Marketing Strategy	x	0
Professional Teaching Program	x	0
Connection with Customers	x	0
Customized	Х	0
Post-Sale Service	Δ	0

#### Goal

Create value for the customers through experiences and stimulate brand loyalty.

## Strategic Recommendations

#### **Further suggestion for SYB**

- Specification presets
- Preset Specifications and editions for public figures
- Data Logging

Upload personal data and to social app

Brands Collaboration

Collaborate with luxury brand to enhance customer perception



# GLOBAL IMMERSION COURSE : VALUE PROPOSITION FOR SYB CHINESE MARKET



#### **Students' Reflection**

- In this class, there are something new for me. Talking with Foreigners, brand storming about the marketing, making some friends, and riding the high-end bicycles are the treasures which will be kept in my mind. I have never learned about marketing, so it is a whole new region for me to have this class. After learning the courses about marketing, I think I can broaden my vision. Not only in finance but also in marketing, there are more knowledge in my brain to use. Based on this, it is helpful for me to solve the problems in my future career life. (財金所 邱翎瑄)
- It was interesting to work with different cultures in groups that worked efficiently. We had the opportunity to work in two different groups, in the first one I was with two Taiwanese girls: 許嘉承 and Sandy Liu and two French: Pierre Dansette and Maryse Cottais. The second group was even more mixed as I was with a French, two Chinese, two Taiwanese and two Australians.

(工資所 卡密羅)

- First of all, this program is one of the best way for the students and the professors to discover a new business world in a company that they do not use to study. It allows them to discuss and meet many interesting people. The interaction between students from different countries is important. Moreover, team works teach them how to work efficiently and with so many different ideas in a same group, how to manage it is a science taught by this kind of program. (交管系 馬哈特)
- As an exchange student, it was the first time for me working with Taiwanese's people who got different work habits so it was very interesting. These courses allowed me to meet new people with whom I was able to create friendships. So, my good integration inside Tainan was partly due to this course (I think it is one of the main purpose of the course). (工資所 卡李多)
- Being part of the Global immersion course is a very rewarding experience. Being in the team of members of so many diverse backgrounds is not only interesting but also a challenging experience. We worked together well, however, in especially the team work part. I am very glad that I had so many team members that are willing to give as much as they can to empower our work, and it also changed some of the pervious perception I have had in some other experiences working with international students. (國企所 吳尚儒)

In my point of view, there are two main takeaways to consider for this Global Immersion Program (GIP): the first one is about working in a multicultural environment; the second one is about understanding the key issues of an Asian business and more specifically of a Taiwanese company, SYB.

(國企所 愛莉潔)

- I am so glad that I took this course and met so many students from different countries. There two main takeaways from this course: 1. the chance to connect with the real business world; 2. Build up good relationship with foreign students. (國企所 楊馥嘉)
- Thanks for this immersion course that let me have the courage to talk to foreigners and also let me know that it's not as difficult as you imagine when you take the first step. I enjoyed the biking day. That was my first time to use the road bike, it took me to a new world and let me have the idea to own one like these in the future. I'm glad that I decided to attend the course at that time. if I didn't do that, I won't have a such great experience to get along with the French and share our different cultures with each other. And also thanks for the chance to make lots of friends with them. It's really an amazing adventure that I'd never though that I would experience before.
- The GIC program was a great experience. I liked it because it was really instructive. First, I loved the fact that it was like a professional experience, and we were facing business problems. We had to find concrete solutions and help the company to develop itself. It was a really concrete experience, and I think that in our future jobs we will have to face problems, and try to enhance the activities of the company. (會計系 吉家娜)
- The first one is the openness of the course because of the variety of the people's nationality. For example, in my group, we were two Taiwanese people, 2 Chinese people, 2 Australian people and 2 French people. Thanks to that and because of different ways of learning in each country, we all had a different approach and point of view about the subject. Thus, at the beginning when we made a brain storming, everyone could make a contribution to the whole with very different ideas. Then after summarizing it, we reached to approach all the main aspects of the project. In my opinion, this is the one first important point of the course.

- First of all, we had several courses about management for example. These class were interesting generally speaking. But, to my mind the information given in these class did not help me for the final project. Moreover, with our supervisor of GIC, we discovered the firm that we have to study. We have done in group a little presentation of the firm in front of the class. I think this presentation was a good initiative because it helps us to have a well understanding of SYB's firm. (交管系 毆追雅)
- Because I majored in accounting. There were few chances for me to take courses from other departments. I have always wanted to take marketing relative courses. Thanks to GIC, it made me understand the concept of marketing and how marketing would work in practical way. (會計所 王馨平)
- The global immerse course is an unforgettable and interesting experience for me. Through the course, I had the opportunity to make the project with people from different countries. It was a great challenge for me to discuss with them because we had different cultures and backgrounds, and everyone's thoughts and ideas could be very different. Fortunately, the members in my team are responsible, friendly and proactive.
- First of all, I would like to thank SYB Company for hosting us in their company and taking care of us during all the week. I also would like to thank our professors and people from NCKU who organized very carefully this week, being attentive to everyone's wellbeing and being respectful toward every students from different countries and culture. (國企所 摩家娜)
- At the beginning when we arrived in Taiwan we had no idea about this class. When we first get to hear about we thought it was something about discovering Taiwan and most specifically Tainan. It turns out to be a real consulting case with a company willing our help to improve its functioning. What a good surprise that in addition with the courses we all choose we have the professional experience with SYB. It was the opportunity to see the reality of a company on the other face of the world. With its own success, struggling, questioning and vision for the future.
- I would like to start my report by thanking everyone who has made this course possible, I learned a lot and it was very interesting. I can only imagine how

much effort was put in to make this course happen, including for the two other universities, who actually crossed borders for this course. (國企所 白安娜)

- Thanks for the opportunity to join global immersion program, I really had a perfect time during those days with the classes and all my team members. The program gave me the chance to contact with people who were came from different countries, holding different cultures and speaking different languages. All of us pooled together to knowledge each other and came up with some useful ideas about SYB, I have to say it really take times to realize all tones of English and to sum up all the member's ideas. (財金所 張瑋庭)
- Although the activity is over, it help us build up a cross-country connection with each other that will be never end. I will always cherish this unforgettable experience and promote the GIC to other students who has never took it in NCKU.
  (財金所 周彥廷)
- ➤ It was a really cool opportunity to have Global Immersion Course (GIC) during this semester, especially we had chance to ride a high-end bicycle. First, I want to thank the college of Management of NCKU to provide us students a platform such as GIC for us to enhance our global vision by having an intense week with students from Australia, China and some other countries. It reminds me of time in university to have classes all taught in English. Second, I want to show my appreciation to Shen Yang Bike (SYB). SYB not only gave us a chance to know more about the bike industry, but also gave us opportunities to try those expensive bikes. It was my first time riding high-end bike, and it was super excited. (AMBA 劉可約)
- The GIC is one of the special course in management department, all we can do and all we need to improve is paying the 100% passion enjoying in this course and also taking away all the treasured knowledge, experience, memory from this course. (AMBA 陳琮凱)
- A company visit was organized to meet with the Chief Executive Officer of the company and some of its employees and enabled us to visit the headquarter of the company, take a closer look at the products being prepared and test the bikes and equipment sold. The atmosphere was extremely friendly which goes along with one of the thing we are taught in France, namely the importance of working in a happy environment in order to enhance motivation, productivity and

creativity.

- Working with team member from different culture is not an easy job. However, the course provides us a great platform to practice the theory into the real world and enhance our communication skills as well. (AMBA 孫伸暢)
- I personally loved this course. I loved spend a lot of time and effort in this program and I think it's really important to keep this in mind for future edition. The strength of this course is this ability to work with enthusiast teacher, student, and company. This program really push students to be involved and that is great! I really hope for the future students of my school to be involved in this course. Overall I wish I could get more course like this one. (工資所 希皮恩)
- I knew about this course through the seniors who had already taken this course from our department. She told me that it was a fun course and could not only collaborate with foreign exchange students and also make friends with them. Also, because my boss Hsuan-chu Lin is in charge of GIC and he highly recommend this course. Therefore, when I saw it showed on the course selection list, I took this course undoubtedly. As I expected, I learned a lot during GIC and some of the experience is even my first time.
- I learn a lot from this course, not only obtaining the marketing skills, concept of the value of product, business model embedded on real case and the amazing experience of reporting to a real corporation by playing a professional advisor role but the understanding of the importance on communication.

(財金所 劉欣怡)

- We were able to fulfil our knowledge with courses before and during the intensive week. I also really appreciate the global organization and the fact that all activities are free of charge (the bus, the firm's visit, the bike excursion, the meals and the restaurant...). Moreover the Global Immersion Course happened in the beginning of the Fall Semester and it's mainly concentrated in one intensive week which allows students to work hard during one week and after to be focused on the other fields. (統計所 馬莉絲)
- This course would probably be my favorite one during my exchange student semester in NCKU. I very appreciate working on a real case study and have the opportunity to reflect on the strategy of SYB Company. Indeed, it is stimulating

to know that our work will be apply and have a real impact on the society activity. (統計所 丹皮爾)

- Overall, I thought it was an amazing week, I learned a lot, met interesting people and felt that the work I did was useful as our knowledge is being used practically instead of making exams. The practical aspect about this week was one of its strongest points.
  (國企所 雷恩斯)
- I felt happy to have this GIC course. This course combined with theorem and practice of the marketing strategies. Not only learned about the theorems of marketing in the class but also used what we learn in SYB (Shenyang Bicycle International Co., Ltd.), the real firm in Tainan. (財金所 高臻好)









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