

POST GRADUATE TIME TABLE
SEMESTER SEMESTER MARCH-JULY 2021
MASTER IN CUSTOMER SERVICE MANAGEMENT **(BA734)**

DEPARTMENT OF POSTGRADUATE AND PROFESSIONAL STUDIES, FACULTY OF BUSINESS AND MANAGEMENT

SHAH ALAM - **PARTIME**

SATURDAY (9.00 - 12.00 dan 2.00 - 6.00) SUNDAY (9.00 - 12.30)

		BA7341B	BA7342B	BA7343B	BA7344B
1	3 Apr 4 Apr	OSM 701 RESEARCH METHODS	OCS714 SERVICE MARKETING Dr Yuslina Liza Mohd Yusof	OCS734 CUSTOMER SERVICE	OSM740 ORGANIZATIONAL COMM. PM Dr Wan Edura Wan Abd Rashid
2	10 Apr 11 Apr				
3	17 Apr 18 Apr		AC666		AC668
4	24 Apr 25 Apr				
	1 May 2 May	Assessment Week B R E A K			
1	8 May 9 May	OCS713 CUSTOMER BEHAVIOR IN SERVICE ENVIRONMENT	OCS 732 CONFLICT MANAGEMENT AND SERVICE RECOVERY Dr Muhammad Hafiz Abd Rashid	OCS730 CUSTOMER RELATIONSHIP MANAGEMENT	
2	22 May 23 May				
3	29 May 30 May		AC667		
4	5 June 6 June				
	12 June 13 June	Assessment Week B R E A K			
1	19 June 20 June	OCS 712 CORPORATE LEADERSHIP AND STRATEGIC MANAGEMENT	OCS 731 QUALITY MANAGEMENT Prof Madya Alwi Shabudin	OCS773 CONTEMPORARY ISSUES IN CUSTOMER SERVICE	OCS772 DISSERTATION NA
2	26 June 27 June				
3	3 July 4 July		AC461		
4	10 July 11 July				
	17 July	Assessment Week			

