

POSTGRADUATE TIMETABLE
MASTER OF CUSTOMER SERVICE MANAGEMENT (BA734)
SEMESTER OCT 2022 - FEB 2023
DEPARTMENT OF POSTGRADUATE AND PROFESSIONAL STUDIES, FACULTY OF BUSINESS AND MANAGEMENT

SHAH ALAM - **FULL TIME**

Day	Time	BA7341A (not offer)	BA7342A (not offer)	BA7343A
Monday	8.30 - 11.30	OSM701 RESEARCH METHODS		OCS773 CONTEMPORARY ISSUES IN CUSTOMER SERVICE (combined class with Part Time BA7343B) Assoc. Prof. Dr Mohd Khirzan Badzli A Rahman
Monday	14.10 - 17.10	OCS712 CORPORATE LEADERSHIP & STRATEGIC MANAGEMENT	OCS731 QUALITY MANAGEMENT	
Tuesday	8.30 - 11.30			
Tuesday	14.10 - 17.10	OCS714 SERVICE MARKETING	OCS732 CONFLICT MANAGEMENT & SERVICE RECOVERY	
Wednesday	8.30 - 11.30			
Wednesday	14.10 - 17.10			OCS772 DISSERTATION
Thursday	8.30 - 11.30		OCS734 CUSTOMER SERVICE MANAGEMENT	OSM740 ORGANIZATION COMMUNICATION (combined with part time BA7344B) Prof. Madya Dr. Wan Edura Wan Rashid LAB
Thursday	14.10 - 17.10	OCS713 CUSTOMER BEHAVIOUR IN SERVICE ENVIRONMENT	OCS730 CUSTOMER RELATIONSHIP MANAGEMENT	
Friday	8.30 - 11.30			
Friday	14.30 - 17.30			