

POST GRADUATE TIME TABLE  
SEMESTER OCT 2022 - FEB 2023

MASTER OF CUSTOMER SERVICE MANAGEMENT **(BA734)**

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

SHAH ALAM - **PART TIME**

**SATURDAY (9.00am - 12.00pm and 2.00 - 6.00pm) SUNDAY (9.00am - 12.30pm)**

			BA7341B (not offer)	BA7342B (not offer)	BA7343B	BA7344B
1	15 16	Oct Oct	<b>OSM 701</b>  RESEARCH METHODS	<b>OCS714</b>  SERVICE MARKETING	<b>OCS734</b>  CUSTOMER SERVICE MANAGEMENT  Dr Aida Azlina Mansor BILIK MESYUARAT	<b>OSM740</b>  ORGANIZATIONAL COMM.
2	22 23	Oct Oct				
3	29 30	Oct Oct				
4	5 6	Nov Nov				
	<del>12</del> 13	Nov Nov	<b>Assessment Week</b> <b>B R E A K</b>			
1	26 27	Nov Nov	<b>OCS713</b>  CUSTOMER BEHAVIOR IN SERVICE ENVIRONMENT	<b>OCS 732</b>  CONFLICT MANAGEMENT AND SERVICE RECOVERY	<b>OCS730</b>  CUSTOMER RELATIONSHIP MANAGEMENT (combined with BA7751B Part Time)  Assoc. Prof. Dr Muhammad Iskandar Hamzah AC 663	
2	3 4	Dec Dec				
3	10	Dec				
4	17 18	Dec Dec				
5	24	Dec				
	<del>31</del> 1	Dec Jan	<b>Assessment Week</b> <b>B R E A K</b>			
1	7 8	Jan Jan	<b>OCS 712</b>  CORPORATE LEADERSHIP AND STRATEGIC MANAGEMENT	<b>OCS 731</b>  QUALITY MANAGEMENT	<b>OCS773</b>  CONTEMPORARY ISSUES IN CUSTOMER SERVICE  Assoc. Prof. Dr Mohd Khirzan Badzli AC669	<b>OCS772</b>  DISSERTATION
2	14 15	Jan Jan				
3	28 29	Jan Jan				
4	4 5	Feb Feb				
	<del>11</del> 12	Feb Feb	<b>Assessment Week</b> <b>B R E A K</b>			

**Malaysia Public Holiday 2022 & 2023:**

11 Disember  
25 Disember

Keputeraan Sultan Selangor  
Hari Krismas

**2023**

1 Januari  
22 -23 Januari  
4 Februari

Tahun Baru  
Tahun Baru Cina  
Hari Thaipusam