

POSTGRADUATE TIMETABLE
MASTER OF SERVICE MANAGEMENT (BA776)
 SEMESTER OCT 2022 - FEB 2023
 DEPARTMENT OF POSTGRADUATE AND PROFESSIONAL STUDIES, FACULTY OF BUSINESS AND MANAGEMENT

SHAH ALAM - **FULLTIME**

Day	Time	BA7761A MSM711	BA7762A (not offer)	BA7763A MSM733
Monday	8.30 - 11.30	CUSTOMER RELATIONSHIP MANAGEMENT (combined with BA7761B)		SERVICE MANAGEMENT RESEARCH PROJECT
Monday	14.10 - 17.10	HRM727 (Elective) MANAGING FOR TRAINING AND DEVELOPMENT (Combined with BA7072A full time) Dr. Nursaadatun Nisak Ahmad AC464	MSM722 SERVICE ANALYTICS	
Tuesday	8.30 - 11.30			MSM734 LEADERSHIP IN SERVICE MANAGEMENT
Tuesday	14.10 - 17.10	MSM712 SERVICE SUPPORT TECHNOLOGIES (combined with BA7761B)	MSM723 QUALITY MANAGEMENT IN SERVICE INDUSTRY	
Wednesday	8.30 - 11.30		MSM735 TRENDS IN SERVICE MANAGEMENT	
Wednesday	14.10 - 17.10			MSM724 INTERMEDIATE SERVICE MANAGEMENT
Thursday	8.30 - 11.30	OSM701 RESEARCH METHOD (Combined with BA7761B)	MSM713 (Elective) CONSUMER PSYCHOLOGY	
Thursday	14.10 - 17.10		HRM713 (Elective) STRATEGIC HUMAN RESOURCE MGMT	
Friday	8.30 - 11.30			
Friday	14.30 - 17.30			