

POST GRADUATE TIME TABLE  
SEMESTER SEPTEMBER 2019 - JANUARY 2020  
MASTER IN CUSTOMER SERVICE MANAGEMENT (**BA734**)

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

SHAH ALAM - **PARTIME**

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

			KELAS TUTUP BA7341B	BA7342B	BA7343B	KELAS TUTUP BA7344B
1	7 8	Sept Sept	OSM 701  RESEARCH METHODS  <b>Dr Nazura Mohamed Sayuti</b>  <b>AC461</b>	OCS 732  CONFLICT MANAGEMENT AND SERVICE RECOVERY  <b>Dr Muhammad Hafiz Abd Rashid</b>  <b>AC662</b>	OCS734  CUSTOMER SERVICE <b>P.M. Dr Anizah Zainuddin</b>  <b>Lab Komputer</b>	OSM740  ORGANIZATIONAL COMM.
			<b>Assessment Week</b> <b>B R E A K</b>			
1	12 13	Oct Oct	OCS 712  CORPORATE LEADERSHIP AND STRATEGIC MANAGEMENT  <b>Dr Nooriha Abdullah</b>  <b>AC668</b>	OCS714  SERVICE MARKETING  <b>Dr Yuslina Liza Mohd Yusof</b>  <b>AC666</b>	OCS730  CUSTOMER RELATIONSHIP MANAGEMENT  <b>Dr Muhamad Iskandar Hamzah</b>  <b>AC662</b>	
2	19 20	Oct Oct				
3	2 3	Nov Nov				
4	9 10	Nov Nov				
			<b>Assessment Week</b> <b>B R E A K</b>			
1	23 24	Nov Nov	OCS713  CUSTOMER BEHAVIOR IN SERVICE ENVIRONMENT  <b>Dr Md Nasaruddin Husin</b>  <b>AC668</b>	OCS 731  QUALITY MANAGEMENT  <b>PM Alwi Shabudin</b>  <b>AC461</b>	OCS773  CONTEMPORARY ISSUES IN CUSTOMER SERVICE  <b>Dr Mohd Khirzan Badzli A Rahman</b>  <b>AC662</b>	OCS772  DISSERTATION <b>NA</b>
2	30 1	Nov Dec				
3	7 8	Dec Dec				
4	14 15	Dec Dec				
			<b>Assessment Week</b>			
	21	Dec				