

Master in Service Management

2023 Intake

OBJECTIVES OF THE PROGRAMME

- To facilitate to develop skills to thrive and contribute to the services sector.
- To promote customer oriented managerial competences.
- To develop entrepreneurial skills in service industry.
- To improve the ability of analyzing and evaluating service business process.
- To improve the performance and quality of human resources in services.

Course Modules:

Course Code	Course Title	Trimester offered	No. of Credit	No of Contact Hours
<i>Preparatory Courses</i>				
MSMPR 5001	Basic Statistics	00	00	12
MSMPR 5002	Principles of Economics	00	00	12
MSMPR 5003	Academic Writing	00	00	12
<i>Courses offered in the First Academic Year</i>				
1st Trimester				
MSM 5131	Quantitative Techniques for Services Management	01	03	45
MSM 5132	Services Management	01	03	45
MSM 5133	Management Process	01	03	45
2nd Trimester				
MSM 5231	Accounting for Services	02	03	45
MSM 5232	Organization, People and Performance in Management	02	03	45
MSM 5233	Technology Management in Services	02	03	45
3rd Trimester				
MSM 5331	Service Marketing Strategy	03	03	45
MSM 5332	Services Supply Chain Management	03	03	45
MSM 5333	Customer relationship Management	03	03	45
MSM 6400	Executive Report	04	06	NA

Duration : 1 Years

Application Fee : **LKR - 2,000/= (Non-Refundable)**

Course Fee : **LKR 380,000/=**

1st Instalment : **LKR 200,000/=**

2nd Instalment: **LKR 150,000/=**

3rd Instalment : **LKR 30,000/=**

Closing Date : **20th August 2023**

Entry Qualifications;

Possesses any one of the following qualifications:

- Bachelors (Honors) Degree in any field of study with one (01) year work experience in managerial or similar capacity.
OR
- Bachelor's Degree in any field of study with two (02) years work experience in managerial or similar capacity.
OR
- Postgraduate Diploma with three (03) years working experience in managerial or similar capacity.
OR
- One of following professional qualification with two (02) years' work experience in managerial or similar capacity.
 - I. Attorney at Laws
 - II. Member of Institute of Chartered Accountants of Sri Lanka (ACA)
 - III. Member of Chartered Institute of Management Accountants (ACMA)
 - IV. Member of Associate Certified Chartered Accountants (ACCA)
 - V. Member of Chartered Institute of Marketing (UK)
 - VI. Member of Sri Lanka Institute of Marketing
 - VII. Member of Certified Management Accountants (CMA)
 - VIII. Associate Member of Institute of Personal Management Sri Lanka (AMIPMSL)OR
- Two (02) years of working experience in managerial or similar capacity with one of following Qualifications.
 - I. Advanced National Diploma in Technology
 - II. Diploma in Accounting at Technical Colleges
 - III. Diploma in Commerce at Technical Colleges
 - IV. National Diploma in Technology (NDT)
 - V. Higher National Diplomas at SLIATE
 - VI. National Diploma in Engineering Science (NOES)OR
- Associate member of Institute of Bankers (AIB) with 3 years' post-qualifying working experience in managerial capacity
OR
- Higher Diploma in Medical Laboratory Technology with 3 years' post-qualifying working experience in management capacity
AND
- has demonstrated competence in the field relevant to the programme and potential for future career development;

Contact Us...

www.ihra.cmb.ac.lk

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