



MASTER OF SCIENCE IN SERVICE LEADERSHIP AND INNOVATION

PROGRAM OVERVIEW

Success in today's global economy requires organizations to have visionary leadership, a 360-degree view of customers, and the ability to formulate and execute strategic initiatives. This one-of-a-kind graduate program will help prepare you to transform your organization by using innovation to drive measurable outcomes. Our graduates anticipate the future and see opportunities to position their organizations—and themselves—to reach new levels of success in a constantly changing world.

The Master's in Service Leadership and Innovation is awarded upon successful completion of 36 credit hours culminating in a comprehensive examination or capstone project. The program is completed in a combination of day and evening classes, and online learning. Our world-class Professors delivering classes are the same as at RIT NY, and fly in to deliver the program, ensuring you receive the most up to date learning experience equal to classmates in the US. Further classroom teaching and follow up support is offered through virtual classroom/videoconferencing located in Dubai and New York simultaneously with Professors.

POSSIBLE CAREER OPTIONS

The program is intended to prepare graduates for creating and innovating new service ideas, practices, and policies. Building and utilizing sophisticated human capital assets wisely. Designing, aligning and implementing new strategic focus. Building experiences the customer values. Application of leadership concepts to produce superior performance outcomes

CURRICULUM

TYPICAL COURSE SEQUENCE

CONTACT US

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COURSE					
Curriculum		Credits	Curriculum		Credits
			Choose one set of the following (6 Credits)		
			Comprehensive Exam (Default)		
GRCS - 701	Research Design Methods	3	SERQ - 787	Service Design-Implementation	3
SERQ - 710	Service Design - Fundamentals	3	SERQ	Concentration Courses	3
SERQ - 720	Services Scenarios and Strategy Development	3	SERQ - 795	Comprehensive Exam	0
SERQ - 723	Service Analytics	3	OR		
SERQ - 712	Breakthrough Thinking, Creativity and Innovation	3	Capstone Project		
SERQ - 722	Customer Centricity	3	GRCS - 702	Principles of Research Communication	3
	Concentration Area	9	SERQ - 797	Capstone	3
			OR		
			Thesis		
			GRCS - 702	Principles of Research Communication	3
			SERQ - 790	Thesis	3
Total Semester Credit Hours – 33					
Concentration Courses (9 Credits)					
Leadership and Management			Credits		
SERQ - 730	Project Management in the Service Sector	3			
SERQ - 740	Leading Innovation	3			
SERQ - 742	Leading Change	3			

Students typically complete the Comprehensive Exam (SERQ795-), Integrated Problemsolving (SERQ711-), and Breakthrough Thinking, Creativity and Innovation (SERQ770-). However, with department approval, students may request to complete a capstone project plus Breakthrough Thinking, Creativity and Innovation (SERQ770-), or a thesis (which requires no additional course work).

ACCREDITATION

The program is accredited by the UAE Ministry of Education - Higher Education Affairs and Scientific Research and is licensed by the KHDA. According to Princeton Review and U.S. News & World Report, RIT's master's degree programs are ranked among the best master's degree programs in the United States of America.