

Course Descriptions NonDegree 2018-2019

Course Title	Marketing Analytics							
Course Code	EBC4081							
ECTS Credits	6,5							
Assessment	None							
Period	Period	Start	End	Mon	Tue	Wed	Thu	Fri
	2	29-10-2018	21-12-2018	X/E			X/E	
Level	Advanced							
Coordinator	Niels Holtrop For more information:n.holtrop@maastrichtuniversity.nl							
Language of instruction	English							
Goals	<p>After this course, the student should be able to:</p> <ol style="list-style-type: none">1.Explain and work with the basic concepts of several standard market response models used to evaluate marketing actions, and explain and work with several methods used to manage a customer base2.Explain and understand existing marketing models and methods published in the academic literature3.Evaluate existing marketing models and methods published in the academic literature4.Understand the difference between several data types, and specify a suitable market response or customer based model depending on the data type5.Estimate a market response or customer based model using empirical data and statistical software6.Interpret an estimated a market response or customer based model - in the context of the data underlying the model - , and draw managerial implications7.Report in writing about the data analysis process and its managerial implications							
Description	<p>Marketing analytics is defined as 'a technology-enabled and model-supported approach to harness customer and market data to enhance marketing decision making' (Lilien 2011). In this course students will be exposed to a variety of ways in which the data richness available to modern firms can be used to guide the decision making process of managers, and improve the accountability and impact of marketing. Consistent with the definition of marketing analytics, two perspectives will be taken in this course: The market and the customer perspective. From the market perspective, we will investigate how firms can gain model-based insights in the effectiveness of broad market actions such as (online and offline) advertising and price promotions in order to improve future decisions. From the customer perspective, we will focus on marketing actions aimed directly to specific customers with the aim to acquire, retain or develop these customers. Students will be exposed to the existing academic literature on these topics to bring their knowledge up-to-date.</p> <p>Using real-life datasets students will gain hands-on experience with several methods in each of the two subfields. An important focus of the course is understanding the data analysis process and its managerial implications, and communicating the outcomes thereof. In this way data driven insights has an impact on the decision-making process within firms.</p>							
Literature	The literature will consist of a bundle of academic papers and book chapters. A detailed literature list will be available on the Eleum site of the course							
Prerequisites	All students who are admitted to the Master of Science in International Business can follow this course. In the assignments, students will have to use regression analysis and SPSS. So a background in regression analysis and SPSS is necessary.							
Teaching methods	PBL / Presentation / Lecture / Assignment / Groupwork							
Assessment methods	Attendance / Participation / Written Exam / Assignment							
Evaluation in previous academic year	For the complete evaluation of this course please click http://iwio-sbe.maastrichtuniversity.nl/rapporten.asp?referrer=codeUM							
This course belongs to the following programme / specialisation	Master Business Research			IB Electives				
	Master Business Research - Operations Research			IB Electives				
	Master Human Decision Science			Electives				
	Master International Business - Accountancy			Electives				
	Master International Business - Controlling			Electives				
	Master International Business - Entrepreneurship and SME Management			Electives				
	Master International Business - Organisation: Management, Change and Consultancy			Electives				
	Master International Business - Strategic Corporate Finance			Electives				
	Master International Business - Strategic Marketing			Compulsory Courses				
	Master International Business - Strategy and Innovation			Electives				
	Master International Business - Sustainable Finance			Electives				
	SBE Exchange Master			Master Exchange Courses				
	SBE Non Degree Courses			Master Courses				