Course Descriptions None 2017-2018

Course Title	Marketing Analytics
Course Code	EBC4081
ECTS Credits	6,5
Assessment	Whole/Half Grades

Period

Period	Start	End	Mon	Tue	Wed	Thu	Fri
2	30-10-2017	22-12-2017	X/E			X/E	

Level	Advanced
Coordinator	Niels Holtrop For more information:n.holtrop@maastrichtuniversity.nl
Language of instruction	English
Goals	After this course, the student should be able to: 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 base 2.Explain and understand existing marketing models and methods published in the academic literature 3.Evaluate existing marketing models and methods published in the academic literature 4.Understand the difference between several data types, and specify a suitable market response or customer based model depending on the data type 5.Estimate a market response or customer based model using empirical data and statistical software 6.Interpret an estimated a market response or customer based model - in the context of the data underlying the model - , and draw managerial implications 7.Report in writing about the data analysis process and its managerial implications
Description	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. 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.
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
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 Track OR	IB Electives
Master Human Decision Science	Electives
Master International Business Specialisation Accountancy	Electives
Master International Business Specialisation Controlling	Electives
Master International Business Specialisation Entrepreneurship and SME Management	Electives
Master International Business Specialisation Organisation: Management, Change and Consultancy	Electives
Master International Business Specialisation Strategic Corporate Finance	Electives
Master International Business Specialisation Strategic Marketing	Compulsory Courses
Master International Business Specialisation Strategy and Innovation	Electives
Master International Business Specialisation Sustainable Finance	Electives
SBE Exchange Master	Master Exchange Courses
SBE Non Degree Courses	Master Courses