

DEPARTMENT OF MANAGEMENT STUDIES

KONGU ENGINEERING COLLEGE

[An Autonomous Institution | Affiliated to Anna University, Chennai]


Accredited By NAAC with 'A' Grade

PERUNDURAI, ERODE- 638 060

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**BONAFIDE CERTIFICATE**

This is to certify that the Project Report entitled **A STUDY OF SERVICE QUALITY AND CUSTOMER EXPECTATION TOWARDS ONLINE PURCHASING OF VARIETY PRODUCTS** is the bonafide work done by **KAVIYA L [Reg.No.19MBR048]** in partial fulfillment of the requirements for the degree of Masters of Business Administration of Anna University during the year 2019-2021.



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INTERNAL EXAMINER

EXTERNAL EXAMINER