

DEPARTMENT OF MANAGEMENT STUDIES

KONGU ENGINEERING COLLEGE

(Autonomous)

PERUNDURAI ERODE- 638 060

SEPTEMBER - 2022

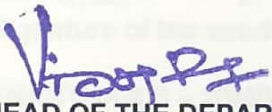
BONAFIDE CERTIFICATE

This is to certify that the Project report entitled **A STUDY ON CUSTOMER SATISFACTION AND SERVICE QUALITY IN 5K CAR CARE** is the bonafide record of project work done by **JEEVANANTHAM.S (Register No: 20MBR045)** in partial fulfilment of the requirements for the award of the Degree of Master of Business Administration of Anna University Chennai during the year 2020 - 2022.


SUPERVISOR

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HEAD OF THE DEPARTMENT

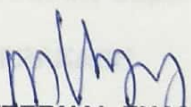
Dr. P. Vidhya Priya

(Professor & Head)

Date: 09.09.2022

Submitted for the end semester viva voce examination held on 09/09/22


INTERNAL EXAMINER


EXTERNAL EXAMINER