

DEPARTMENT OF MANAGEMENT STUDIES

KONGU ENGINEERING COLLEGE

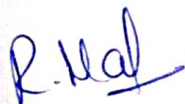
[An Autonomous Institution, Accredited by NAAC with 'A++' Grade]

PERUNDURAI ERODE- 638060

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 **RATHINAVEL S (20MBR080)** 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.



Dr. R. MAHESWARI

SUPERVISOR



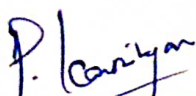
Dr. P. VIDHYA PRIYA

HEAD OF THE DEPARTMENT

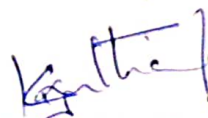
(Signature with seal)

Date: 09.09.2022.

Submitted for the end semester viva voce examination held on 12.09.2022



INTERNAL EXAMINER



EXTERNAL EXAMINER