

**CUSTOMER SATISFACTION TOWARDS SERVICE QUALITY IN KAM AIR
AIRLINES**

By

AZAD MOHAMMAD FAHIM

IV Semester, MBA

Reg No: P01ZZ21M0199

Guide:

DR. D. ANAND, MBA, Ph.D.

Professor

A Project Report Submitted to the University of Mysore in partial
Fulfillment of the requirements of IV semester, MBA Degree Examination – 2023.

B.N. BAHADUR INSTITUTE OF MANAGEMENT AND SERVICES

**B.N. BAHADUR INSTITUTE OF MANAGEMENT AND SCEINCES
UNIVERSITY OF MYSORE, MANASAGANGOTHRI**

MYSORE – 570 006

GUIDANCE CERTIFICATE

This is to certify that the project report " **CUSTOMER SATISFACTION TOWARDS SERVICE QUALITY IN KAM AIR AIRLINES** ", is a bone fide project work based on the original study conducted by **Azad Mohammad Fahim** (Reg. No **P01ZZ21M0199**) Under my guidance and supervision during the year 2023, Project Report submitted to the University of Mysore impartial fulfilment of the requirements of IV Semester MBA Degree examinations 2023.



DR. D. ANAND, MBA, Ph.D.

(Project Guide)

Date: 24/08/2023

Place: Mysore

**B.N. BAHADUR INSTITUTE OF MANAGEMENT AND SCEINCES
UNIVERSITY OF MYSORE, MANASAGANGOTHRI**

MYSORE – 570 006

CERTIFICATE

This is to certify that **Mr. Mohammad Fahim Azad**, student of IV semester MBA course in this institute has prepared the project report titled " **CUSTOMER SATISFACTION TOWARDS SERVICE QUALITY IN KAM AIR AIRLINES** ", in partial fulfillment of the requirement of IV semester MBA degree examination – 2023.


PROF. S. J. MANJUNATH, MBA Ph.D.

CHAIRMAN
DOS in Business Administration (BIMS)
UNIVERSITY OF MYSORE
Manasagangotri, MYSORE-570006

Date: 24/08/2023
Place: Mysore