The Relationship between Quality of Services and Customer Satisfaction
Empirical study on Savola Group

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معهد النقل الدولي واللوجستيات

قرار الدارس

أقر بأن المادة العلمية الواردة في هذا البحث قد تم تحديد مصدرها العلمي وأن محتوى البحث غير مقدم للحصول على أي درجة علمية أخرى، وأن مضمون هذا البحث يعكس آراء الباحث الخاصة وهي ليست بالضرورة الأراء التي تتبناها الجهات المانحة.

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تم مناقشة هذا البحث وإجازته بتاريخ: 8/3/2013

أعضاء اللجنة

الأساتذة المشرفون:

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