



Certificate of Publication

This certifies that the research paper entitled “**A research paper on Customer Satisfaction Evaluation Process**” authored by “**Dr.Madhuri Shete**” was reviewed by experts in this research area and accepted by the board of “Quest Journals Publication” which has published in “**Quest Journal of Research in Business and Management**”, ISSN (Online): 2347-3002, Volume-9, Issue-1, Series-4, Page No.: 34-41, January-2021.

Article is available online at <http://www.questjournals.org/jrbm/archive.html>

Impact Factor of the Journal is : 5.89

You may contact to Journal for any query at quest@editormails.com



Managing Editor

Quest Journals Inc.

Mail id: quest@editormails.com

Website: www.questjournals.org