

Sudan University for Science and Technology

College of Graduate Studies



**Implementation of the Total Quality Management in
Health Services Sector and Its impact on customer
satisfaction**

**(Case study: Royal Care International Hospital & Omdurman
Maternity Hospital)**

تطبيق إدارة الجودة الشاملة في قطاع الخدمات الصحية وأثره علي رضا العملاء
دراسة حالة: مستشفى رويال كير & مستشفى امدرمان للولادة

**Thesis submitted in partial fulfillment of the requirements for
the PhD. in Total Quality Management & Excellence**

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