

**Sudan University of Science and Technology**

**College of Post Graduate Studies**

**Assessment of Contact Centre Turn Over**

**-Case Study MTN Sudan-**

تقييم الاستقلالات بمركز الاتصال

-ام تي ان السودان كدراسة-

A dissertation submitted to Sudan University of Science and Technology for the partial fulfillment of the requirements of Msc Degree in Business excellence and Total Quality Management

**By**

Amel Elyas Omer Mohamed

**Supervisor**

Prof: Shambool Adlan

2014

