

Sudan University of Science & Technology



College of Graduate Studies

Quality & Excellence Center

**Impact of pharmaceutical service quality on
customer satisfaction: National Health Insurance
Fund at White Nile State**

اثر جودة الخدمات الدوائية ورضاء العميل : الصندوق القومي للتأمين
الصحي- ولاية النيل الابيض

**A THESIS SUBMITTED TO THE COLLEGE OF GRADUATE STUDIES
OF THE SUDAN UNIVERSITY OF SCIENCE AND TECHNOLOGY FOR
THE DEGREE OF DOCTOR OF PHILOSOPHY (PHD) IN TOTAL
QUALITY MANAGEMENT.**

By

Abdelmoniem Bashir Ahmed Hassaballa

Supervisor

Prof. Ali Abdalla Alhakem

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