

بسم الله الرحمن الرحيم



Sudan university for science and technology

Deanship of quality and development

Total quality and excellence center



كلية الدراسات العليا

Role of implementation ISO9001:2015 on customer's satisfaction and employee's performance

Case study: worker national bank

دور تطبيق نظام الأيزو 9001:2015 على رضا العملاء واداء العاملين
دراسة حاله : بنك العمال الوطني

Research for Master's Degree in Total Quality management and Excellence

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