



**Sudan University of Science and Technology**  
**College of Graduate Studies**  
**Total Quality & Excellence Centre**



## **THE ROLE OF APPLYING TOTAL QUALITY MANAGEMENT ON CUSTOMER SATISFACTION**

**دور تطبيق إدارة الجودة الشاملة على رضا العملاء**

**(Case Study: Sudan Civil Aviation Authority)**

**Dissertation Submitted in Partial Fulfillment of the  
Requirements For the Degree of MSC. In Total Quality  
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