

# CUSTOMER CARE REGISTRY

## LITERATURE SURVEY:

The Purpose of this chapter to review the previous of Researchers on the Customer satisfaction is an important factor in the phenomenon of the construction process and customer relationship.

*“Customer Satisfaction Study Of The Mumbai Metro Service”. In this study they investigated about the service quality of the metro service based on the performance leading to customer satisfaction. Four segments were chosen to integrate significant variation in the apartments ‘materials, finishes, amenities, and budgets into the data. The survey is conducted with the questions farmed by considering the points given by both customers as well as the flat promoters. Analysis of the empirical data obtained shows that the antecedents of customer satisfaction are greatly influenced by the adopted strategy to implement quality management.*

## Reference:

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