

LITERATURE SURVEY

- I. Zeljko M. Torbica and Robert C. Stroh(2001) Customer Satisfaction in Home Building. This study examines the home builders performance measured by the home buyers satisfaction.
- II. Samira Dezhkam, Farzaneh Ghanbarpoor, Nazanin Shabani, Forooz Pishgar and Mahboobeh Ashoori(2013). Customer assimilation has typically been measured by self-reports from service employees. Customer acclimatization has been shown to have a positive impact on performance.
- III. Pooria Rashvand and Muhd Zaimi Abd Majid (2014) Critical Criteria on Client and Customer Care for the Issue of Performance Measurement. The data were analyzed using the metrics. From the metric analysis, the common factors for customer and client satisfaction were ranked.
- IV. Natalia Yanovaa(2015) Assessment of Satisfaction with the Quality of Education: Customer Care Index. In this paper, monitoring the opinions of consumers of educational services is an effective tool for management decisions to optimize the educational policy in feedback mode.
- V. Rathod Piyush, Dr.Rajiv Bhatt and Dr. Jayesh Pitroda(2016) Study of Factors Affecting Customer Care for Residential Flats in Surat and Ahmedabad city in Gujarat Region of India.
- VI. Mona N. Shah, Vineet Raitani, Aditya Oza and Kunal Gupta(2017) Customer Care Registry Study Of The Mumbai Metro Service -Analyzed with SPSS tool.