**A Project Report**

**On**

**Customer satisfaction with the quality of products that are supplied & manufactured by BHEL: A case study on**

**EXPORT OF BHEL GAS TURBINES TO OMAN**

A project report submitted to JNTU, HYDERABAD, in partial

fulfillment of requirements for the award of degree of

**MASTER OF BUSINESS ADMINISTRATION**

**In**

**INTERNATIONAL BUSINESS**

**By**

P.MADHUMITHA (110 31 EIB12)

**UNDER THE ESTEEMED GUIDANCE OF**

**DR V.M.PRASAD**



**SCHOOL OF MANAGEMENT STUDIES**

**JAWAHARLAL NEHRU TECHNOLOGICAL UNIVERSITY**

**Kukatpally, Hyderabad-50**

**DECLARATION**

*I hereby declare that this project report entitled* ***“A Project on Customer satisfaction with the quality of products that are supplied & manufactured by BHEL: A case study on export of Gas Turbines to Oman”****, is the result of my own efforts which I have undergone as a part of the curriculum in “****Masters in Business Administration (MBA-IB)****” in “****Jawaharlal Nehru Technological University****”, Hyderabad. I had undergone my final project under the guidance of* ***Dr V.M.Prasad sir*** *in* ***JNTU*** *and* ***Dharmendra kumar sir*** *in* ***BHEL***

*I hereby declare that I have fulfilled all the provisions and acquired good knowledge regarding the* ***“ A Project on Customer satisfaction with the quality of products that are supplied & manufactured by BHEL: A case study on export of Gas Turbines to Oman”.*** *This project report has not been submitted to any other Institute or University for the award of any degree or diploma*.

*SIGNATURE OF STUDENT :*

Date :

Place :.

**BHARAT HEAVY ELECTRICALS LIMITED**

**R.C.PURAM HYDERABAD -502032**

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**CERTIFICATE**

This is to Certify that the project work titled **“ *A Project on Customer satisfaction with the quality of products that are supplied & manufactured by BHEL: A case study on export of Gas Turbines to Oman ”*** has been carried out By ***P.MADHUMITHA*** *Roll No* **(11031EIB12)** during the IV semester, 2012-2013. It is also certified that all the modifications suggested have been incorporated in the report.

**Signature**

**ACKNOWLEDGEMENT**

I would like to express my sincere gratitude to the Vice Chancellor of JNTUH **Prof. Rameshwar rao** and our director **Dr.Aryasri** for including the projects in our curriculum and for providing required facilities.

I express my special thanks to **Dr.V.M.Prasad** for his valuable guidance and support in due course of preparing this report.

I am very indebted to my parents who have always inspired me to pursue education with utmost sincerity and dedication.

And finally I would like to thank all my friends who encouraged me for this topic and helped me at the right moment with their suggestion.

**Company name and Address**

o Bharat Heavy Electricals Limited

o Ramachandrapuram

o Hyderabad-502032, India.

**Company Guide**

o DHARMENDRA KUMAR , Manager

o PROPOSAL ENGINEERING GROUP

Mobile No : 9490758624

**Project Allocated**

o A Project on Customer satisfaction with the quality of products that are supplied & manufactured by BHEL: A case study on export of Gas Turbines to Oman

**Duration of the project**

o 08-05-2013 TO 07-07-2013

**Date of Joining and Place of Posting**

o Date of Joining: 08 May 2013

o Place of Posting: Hyderabad ( R.C. Puram)