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About. Dr. Subburaj Ramasamy is an eminent Quality professional having won the coveted IETE Lal C Verman award for the year 2003. His specializations include Machine Learning, Data Analytics, software testing and reliability, Test Laboratory Management, Computer programming languages, Data Structures & Algorithms, Total Quality Management, and academic research.

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(Subburaj Ramasamy; TQM-Int'l Edition 2012) Customer satisfaction is the state of mind that customers have about a company when their expectations have been met or exceeded over the lifetime of the product or service. The achievement of customer satisfaction leads to company loyalty and product repurchase. Customer satisfaction measurement ...

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