



ISSN 2321 – 8916

www.theijbm.com

The Board Of The International Journal of Business & Management

Is hereby awarding this certificate to
Vikram Singh & Sandeep Grover

In recognition of the publication of the paper entitled
Pareto Analysis To Identify The Factors For Assessing Of Service Quality – A Case Of Institute Library
Published in 'The IJBM' Journal Volume 1, Issue IV, October, 2013

Editor In Chief

B. K. Ghosh