



# **SERVICE QUALITY IN FINANCIAL INSTITUTION**

**AN IN DEPTH COMPARISON OF PAKISTAN'S LEADING BANKS  
(STANDARD CHARTERED BANK AND MUSLIM COMMERCIAL BANK)**

A thesis  
Presented to  
The faculty of  
Management Sciences  
Bahria University Karachi Campus

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In Partial Fulfillment  
of the Requirements for the  
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**BY**

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An In Depth Comparison of Pakistan's Leading Banks  
(Standard chartered bank and Muslim commercial bank)

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