



E-Journal of Science and Emerging Technologies (EJSET)

(Peer Reviewed, Open Access Academic Journal)

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Date: 10 January 2025

To,
Prof. (Dr) Arpit Jain

Subject: Confirmation of Research Paper Publication

Dear Prof. (Dr) Arpit Jain,

We are pleased to confirm that your research paper titled “Assessing the Impact of Operational Excellence on Customer Satisfaction and Retention” has been successfully published in the E-Journal of Science and Emerging Technologies (EJSET), Volume 01, No. 01, Jan-Mar 2025.

Your paper is now available online at: <https://ejset.org/index.php/ejset/article/view/9/16>

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The editorial board extends its sincere appreciation for your valuable contribution to our journal. Your research work demonstrates a high standard of academic excellence and adds significant value to the journal.

We congratulate you on this achievement and look forward to your continued association with EJSET in future publications.

With best regards,

Prof. (Dr) Sangeet Vashishtha

Editor-in-Chief

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