



**CAPITAL UNIVERSITY OF SCIENCE & TECHNOLOGY
ISLAMABAD**

Expressway, Kahuta Road, Zone-V, Islamabad
Phone: +92-51-111-555-666 Fax: +92-51-4486705
Email: info@cust.edu.pk Website: <https://www.cust.edu.pk>

DISSERTATION DEFENCE

Management Sciences Department

Topic

**A Time-Lagged Study of Service Experience
Consciousness through the Lens of Service Journey
Quality in an Omni-Channel Environment**

By

Naimah Khan

Supervisor: Dr. Shazia Faiz

August 07, 2026 at 03:00 PM (Friday)

Venue : Workshop Room, 'B' Block (Second Floor)

Everyone is invited to attend.