Abstract

Dr. Ayman A Omar

????? ??? ????? ????? ?????? ??????? ??? ??????? ??????? ???????? ???????

???? ????? : ???? ??? ????? ??? ????? ??? ????? ??????? ????? ?????? ??????? ???????? ?????? ??? ??????? ??????? ???????? ??????? ??????? ??? ????? ?????? 9000 ? ???????? ??? ?????? ??? ???? ????? ?????? ??????? ?? ??? ??????? ? ????? ????? ?????? ???????? ???? ???????? ??? ?? ????? ??? ?? ???? ????????? ???????? ???????? ?? ????? ??????? ????? ???????? ???? ??????? ??????? ???????? ?????. ?????? ????? ????? ?? " ????? ??? ???????? ?????? ?????? ????? ????? ?????? ??????? ?? ?????? ?? ??????? ???????? ??????? ? ???? ?????? ??? ??????? ?????? ?????? ?????? ??????? ??? ?????? ???? ??????? ?? ?????? ??????? ????????? ? ???????? ?????? ????????? ?????? ??? ?? ???? ????????? ???????? ??????? " . ???? ?? ????? ??? ????? ???????? ???????? ? ????????? ??? ???? ???? ??? ??????? ??????? ?? ??????? ??????? ??? ???? ????? ????? ??? ?? ???? ????????? ???????? ??? ???? ???????94 (?? ???142 ????) ????2011-2012 . ?????? ????? ??? ????? ?? ??????? ???????? ??????? ??????? ??? ????? ????????? ??????? ISO9000 – ??? ???? ?????? ???????? ????? ?????? ??????? - ?????? 152 ???? ?????? ? ??????? ????? ????? ?? ????? ????????? ???? ??? ???? ?? ??????? ??? ?????? ??? ??? ?????????? ???? ????? ?????? ? ?????? ????? ??? ?????? ???? ??? ????? ?????? ????????? ??? ????? ????? ??????? ???? ???? ?? ??????? ???????? ?? (110) ???? ???? ??? ?? 220 ????? ??????? ? ??? ??????? ???? ?????? ?? ?????? ?????? ???????? ? ??? ??????? ??????? ???????? SPSS ?????? ??????? ???? ???????. ????? ????? ??? ?? ???? ?????? ???? ?? ??? ??????? ???????? - ??? ??????? - ???????? ??? ????? ?????? ???????? ????? ???? ??????? ????? ???? ? ???? ?????? ???????? ??????? ? ??? ??? ???? ????? ????? ?? ???? ?? ?? ????? ??????? ??? ??????? ? ?????? ?????? ??????? ??????? ???????? ?????? ????? ??????? ???????? ?? ?????? ????????? ?????????? ?????? ???????? ? ????? ????????? ????? ????? ?? ??? ??????? ? ????? ????? ????? ??? ?? ???? ??? ???????? ?? ??? ??? ??????? ?????? ????????? ???????? ?????? ???????? ??????? ???????. ??? ???? ????? ?? ???? ????? ??? ????? ??????? ??? ????? ??? ????? ?????? ??????? ???? ??????? ?????? ?? ??? ????? ???? ??? ?????? ????????? ?? ??????? ??? ????? . ???? ????? ???? ?????? ????? ? ????? ???????? ?????? ?????? ????? ????? ??????? ????? ?????? ??????? ?? ????? ????? ?????? ???????? ?????? ????? ??????? ???????? ????????? ??????? ???????? ??????? ? ????? ????? ???????? ???????? ?????? ??????? ????? ??? ????? ???? ??????? ???? ????? ?? ???? ?????? ??????? ??????? ????? ??????? ???????? ?????? ?????? ????????? ???? ????????? ???? ???? ???????? ?????? ????????? ??????? ?????? ?? ???? ????? ???? ????? ?????? ???????? ??? ???? ??? ????? ?????? ????? ?????? ???? ????? ????? ?????? ??????? ??? ??????? ???????? ???????? ??????? ? ?????? ????? ????????? ?????? ?????????? ??????????????? ... ?????? ? ?????? ????? ???????? ?? ??? ?????? ??????? ??????? ???????? ?????? ?????? ????? ???? ????? ?????? ??? ??????? ??????? ??????? ????.