

## Preface

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(ISO)

Six )

(Total Quality Management)

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(Sigma

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Japanese )

(Quality Miracle

Armand )

(Joseph Juran)

(Edwards Deming)

(Philip Crosby)

(Feigenbaum

(Genichi Taguchi)

(Kowaru Ishikawa)

.(Shigeo Shingo)

(The Basic Seven Quality Tools)

(The magnificent seven)

(Process Improvement)

.(Maguad, 2006)

(Employee)

(Training)

(Quality Control)

.(Services)

(Manufacturing)

( )

(<http://hctmetrology.tripod.com/quality>)

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Total )

(Quality Control)

(Quality Management

(Quality Tools)  
(Continuous Process Improvement)



)  
((Google))

(Information and Communication Technologies)

(e-Learning)

( )

(Power Point Presentations)

( ) (Excel)



(e-Learning)



(Statistical Process Control)

(Process Capability)

(Quality Management)

(The Seven Basic Quality Tools)

(Continuous Process Improvement).

(step by step)

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(Microsoft Excel)

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(Quality Movement)

Customer )

(Business Excellence)

(Satisfaction

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مقدمة :

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