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( $\alpha = 0.05$ )



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.(Customers)

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Total Quality Management (TQM)

.(Vertiz, 1992, p: 2)

.(Vertiz, 1992, p: 2)

.(West- Burnham ,1997,p: 53)

( ) (Deming)

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(James Evans & William

.Lindsay, 2005, p:92)

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(Juran)

2004

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(P.Crosby)

(James " "

.Evans & William Lindsay,2005, p:109)

.(Dweny, 1992, p:2)

TQM

2004 ) (17 : 2003 )

" Joseph Jablonskyi .(19 :

(Jablonski, 1994, p:17)"

" James Riley

(Rilay, 1992, p: 32)

Rilay Goetsh&Davis

( David "

.Goetsch & Stanley davis, 2003, p:32)

(West-Burnham, 1997, p:63)

" ( )  
philosophy

Tools and Processes

Continuous

TQM

Improvement

.TQM

All the Employees

Customers

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Satisfy and Delight Customers ( )

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Problem Solving  
(Alan Glatthorn, 1994, p:23)

(Ralph Lewis & Douglas

.Smith, 1997, p:86)

(Rhodes, 1992, p: 37)

(Vertiz, 1992, p: 2)

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(Hazzard,1993)

The Strengths and Weakness of Total

: "Quality Management in Higher Education



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TQM

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%24.67

2005

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%14.8

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11	7	12	7	
10	7	12	7	
23	24	25	25	
75	41	80	60	
119	79	129	99	
198		227		

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(Customers)

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" Total Quality Management (TQM)

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0.748	0.655	0.664	0.752	0.667	0.672	0.622	1
0.686	0.757	0.676	0.789	0.655	0.754	0.702	2
0.790	0.660	0.765	0.596	0.735	0.709	0.668	3
0.740	0.786	0.732	0.547	0.665	0.759	0.657	4
	0.615		0.695	0.749	0.743	0.692	5
	0.754		0.730	0.346	0.467	0.676	6
	0.609		0.654		0.697	0.609	7
	0.659		0.703		0.653		8
	0.675		0.758		0.703		9
	0.527		0.764		0.655		10
	0.691		0.692		0.757		11
			0.692		0.660		12
			0.729		0.786		13
			0.532		0.615		14
			0.695		0.676		15
			0.797				16

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							( )
						0.785	
					0.675	0.801	
				0.672	0.876	0.746	
			0.891	0.773	0.863	0.768	
		0.864	0.883	0.682	0.794	0.884	
	0.865	0.854	0.485	0.379	0.824	0.869	
0.936	0.869	0.951	0.898	0.946	0.897	0.925	

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Scheffe

One-Way ANOVA

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:Total Quality Management

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SPSS

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95%							
2.6726	2.0318	.15877	1.04111	2.3522	79		
3.0338	2.4722	.13957	.96699	2.7530	119		
2.7754	2.3517	.10663	1.01717	2.5636	198		
3.1261	2.5669	.13854	.90846	2.8465	79		
3.5099	3.0179	.12226	.84707	3.2639	119		
3.2534	2.8800	.09398	.89652	3.0667	198		
2.5532	1.9274	.15503	1.01660	2.2403	79		
2.9648	2.4032	.13959	.96709	2.6840	119		
2.6847	2.2640	.10589	1.01011	2.4744	198		
2.6767	2.1257	.13652	.89520	2.4012	79		
2.9806	2.5064	.11787	.81666	2.7435	119		
2.7623	2.4012	.09089	.86706	2.5817	198		
2.5773	1.9227	.16218	1.06346	2.2500	79		

95%							
2.9640	2.3693	.14781	1.02409	2.6667	119		
2.6901	2.2495	.11090	1.05793	2.4698	198		
3.0509	2.3825	.16560	1.08588	2.7167	79		
3.4323	2.9049	.13108	.90812	3.1686	119		
3.1667	2.7434	.10651	1.01607	2.9550	198		
2.4952	1.8304	.16469	1.07996	2.1628	79		
2.8939	2.2936	.14917	1.03351	2.5938	119		
2.6133	2.1669	.11236	1.07187	2.3901	198	Total	

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(3.2639)

(2.1628)

(2.1628)

(2.5938)

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**( $\alpha = 0.05$ )**

One-Way ANOVA

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	(F)				
.060	3.625	3.644	1	3.644	
		1.005	89	89.473	
			90	93.117	
.026	5.142	3.951	1	3.951	
		.768	89	68.387	
			90	72.338	
.036	4.549	4.466	1	4.466	
		.982	89	87.363	
			90	91.829	
.060	3.639	2.658	1	2.658	
		.730	89	65.004	
			90	67.662	
.060	3.621	3.938	1	3.938	
		1.088	89	96.792	
			90	100.729	
.033	4.669	4.631	1	4.631	
		.992	89	88.284	
			90	92.915	
.055	3.780	4.213	1	4.213	
		1.114	89	99.189	
			90	103.401	

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( $\alpha = 0.05$ )

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(2,7 2,24 2,84)

(3,16 2,68 3,26)

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	(F)					
.000	15.503	12.130	2	24.261		
		.782	88	68.856		
			90	93.117		
.000	13.421	8.454	2	16.908		
		.630	88	55.430		
			90	72.338		
.000	13.578	10.827	2	21.655		
		.797	88	70.174		
			90	91.829		
.000	13.344	7.873	2	15.745		
		.590	88	51.917		
			90	67.662		
.000	15.976	13.416	2	26.832		
		.840	88	73.898		

	(F)					
			90	100.729		
.000	13.798	11.091	2	22.182		
		.804	88	70.733		
			90	92.915		
.000	10.068	9.627	2	19.254		
		.956	88	84.147		
			90	103.401		

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	95%			(I- J)	(J)	(I)	
.5827	-.9573	.833	.30925	-.18730			
-.5318	-1.8078	.000	.25623	-1.16979(*)			
.9573	-.5827	.833	.30925	.18730			
-.3882	-1.5768	.000	.23866	-.98248(*)			
1.8078	.5318	.000	.25623	1.16979(*)			
1.5768	.3882	.000	.23866	.98248(*)			
.5783	-.8035	.921	.27746	-.11259			
-.3828	-1.5277	.000	.22990	-.95525(*)			
.8035	-.5783	.921	.27746	.11259			
-.3095	-1.3759	.001	.21413	-.84266(*)			
1.5277	.3828	.000	.22990	.95525(*)			
1.3759	.3095	.001	.21413	.84266(*)			

	95%			(I- J)	(J)	(I)	
.7051	-.8496	.974	.31219	-.07222			
-.4090	-1.6972	.001	.25867	-1.05307(*)			
.8496	-.7051	.974	.31219	.07222			
-.3809	-1.5808	.001	.24094	-.98084(*)			
1.6972	.4090	.001	.25867	1.05307(*)			
1.5808	.3809	.001	.24094	.98084(*)			
.6818	-.6554	.999	.26853	.01319			
-.3040	-1.4120	.001	.22249	-.85797(*)			
.6554	-.6818	.999	.26853	-.01319			
-.3551	-1.3872	.000	.20724	-.87117(*)			
1.4120	.3040	.001	.22249	.85797(*)			
1.3872	.3551	.000	.20724	.87117(*)			
.7672	-.8283	.995	.32037	-.03056			
-.4850	-1.8069	.000	.26545	-1.14598(*)			
.8283	-.7672	.995	.32037	.03056			
-.4998	-1.7311	.000	.24725	-1.11542(*)			
1.8069	.4850	.000	.26545	1.14598(*)			
1.7311	.4998	.000	.24725	1.11542(*)			
.6360	-.9249	.899	.31343	-.14444			
-.4551	-1.7484	.000	.25970	-1.10178(*)			( )
.9249	-.6360	.899	.31343	.14444			
-.3550	-1.5597	.001	.24190	-.95733(*)			
1.7484	.4551	.000	.25970	1.10178(*)			

	95%			(I- J)	(J)	(I)	
1.5597	.3550	.001	.24190	.95733(*)			
.8568	-.8457	1.000	.34186	.00556			
-.2484	-1.6590	.005	.28326	-.95374(*)			
.8457	-.8568	1.000	.34186	-.00556			
-.3023	-1.6162	.002	.26384	-.95929(*)			
1.6590	.2484	.005	.28326	.95374(*)			
1.6162	.3023	.002	.26384	.95929(*)			

0.05

mean difference

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.(Mean Difference (I-J))

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Sig.

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(-.18730)

(-.98248)

(-1.16979)



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	(F)					
.000	75.253	22.405	3	67.214		
		.298	87	25.902		
			90	93.117		
.000	75.374	17.413	3	52.239		
		.231	87	20.099		
			90	72.338		
.000	94.752	23.437	3	70.310		
		.247	87	21.519		
			90	91.829		
.000	77.320	16.402	3	49.206		
		.212	87	18.456		
			90	67.662		
.000	99.285	25.986	3	77.959		
		.262	87	22.771		
			90	100.729		
.000	86.871	23.220	3	69.661		
		.267	87	23.255		
			90	92.915		
.000	52.443	22.194	3	66.582		
		.423	87	36.819		
			90	103.401		

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95%				(I-J)	(J)	(I)	
.0710	-.7610	.142	.14592	-.34501			
-1.2443	-2.2568	.000	.17757	-1.75053(*)			
-1.5599	-2.4514	.000	.15635	-2.00563(*)			
.7610	-.0710	.142	.14592	.34501			
-.8932	-1.9179	.000	.17970	-1.40552(*)			
-1.2080	-2.1132	.000	.15876	-1.66062(*)			
2.2568	1.2443	.000	.17757	1.75053(*)			
1.9179	.8932	.000	.17970	1.40552(*)			
.2816	-.7918	.609	.18827	-.25510			
2.4514	1.5599	.000	.15635	2.00563(*)			
2.1132	1.2080	.000	.15876	1.66062(*)			
.7918	-.2816	.609	.18827	.25510			
.1849	-.5480	.576	.12854	-.18152			
-1.0987	-1.9906	.000	.15642	-1.54466(*)			
-1.3028	-2.0881	.000	.13772	-1.69546(*)			
.5480	-.1849	.576	.12854	.18152			
-.9118	-1.8144	.000	.15830	-1.36314(*)			
-1.1152	-1.9126	.000	.13985	-1.51393(*)			
1.9906	1.0987	.000	.15642	1.54466(*)			
1.8144	.9118	.000	.15830	1.36314(*)			
.3220	-.6236	.843	.16584	-.15079			
2.0881	1.3028	.000	.13772	1.69546(*)			
1.9126	1.1152	.000	.13985	1.51393(*)			
.6236	-.3220	.843	.16584	.15079			
.2219	-.5365	.707	.13300	-.15730			

95%				(I-J)	(J)	(I)
-1.2959	-2.2188	.000	.16185	-1.75739(*)		
-1.5456	-2.3581	.000	.14251	-1.95183(*)		
.5365	-.2219	.707	.13300	.15730		
-1.1331	-2.0671	.000	.16379	-1.60009(*)		
-1.3820	-2.2071	.000	.14470	-1.79453(*)		
2.2188	1.2959	.000	.16185	1.75739(*)		
2.0671	1.1331	.000	.16379	1.60009(*)		
.2948	-.6837	.733	.17160	-.19444		
2.3581	1.5456	.000	.14251	1.95183(*)		
2.2071	1.3820	.000	.14470	1.79453(*)		
.6837	-.2948	.733	.17160	.19444		
.1876	-.5147	.625	.12317	-.16355		
-1.0031	-1.8578	.000	.14989	-1.43042(*)		
-1.2982	-2.0507	.000	.13197	-1.67447(*)		
.5147	-.1876	.625	.12317	.16355		
-.8344	-1.6993	.000	.15169	-1.26687(*)		
-1.1289	-1.8930	.000	.13401	-1.51091(*)		
1.8578	1.0031	.000	.14989	1.43042(*)		
1.6993	.8344	.000	.15169	1.26687(*)		
.2090	-.6971	.505	.15891	-.24405		
2.0507	1.2982	.000	.13197	1.67447(*)		
1.8930	1.1289	.000	.13401	1.51091(*)		
.6971	-.2090	.505	.15891	.24405		
.1761	-.6040	.489	.13682	-.21392		
-1.5124	-2.4617	.000	.16650	-1.98707(*)		
-1.5870	-2.4229	.000	.14659	-2.00493(*)		
.6040	-.1761	.489	.13682	.21392		
-1.2928	-2.2535	.000	.16849	-1.77315(*)		
-1.3666	-2.2154	.000	.14885	-1.79101(*)		
2.4617	1.5124	.000	.16650	1.98707(*)		

95%				(I-J)	(J)	(I)
2.2535	1.2928	.000	.16849	1.77315(*)		
.4854	-.5211	1.000	.17652	-.01786		
2.4229	1.5870	.000	.14659	2.00493(*)		
2.2154	1.3666	.000	.14885	1.79101(*)		
.5211	-.4854	1.000	.17652	.01786		
.0951	-.6933	.205	.13826	-.29908		
-1.2749	-2.2343	.000	.16825	-1.75459(*)		
-1.6050	-2.4497	.000	.14814	-2.02732(*)		
.6933	-.0951	.205	.13826	.29908		
-.9701	-1.9410	.000	.17027	-1.45551(*)		
-1.2994	-2.1571	.000	.15043	-1.72823(*)		
2.2343	1.2749	.000	.16825	1.75459(*)		
1.9410	.9701	.000	.17027	1.45551(*)		
.2358	-.7813	.509	.17838	-.27273		
2.4497	1.6050	.000	.14814	2.02732(*)		
2.1571	1.2994	.000	.15043	1.72823(*)		
.7813	-.2358	.509	.17838	.27273		
.4622	-.5298	.998	.17398	-.03384		
-.8681	-2.0753	.000	.21171	-1.47167(*)		
-1.4045	-2.4674	.000	.18640	-1.93596(*)		
.5298	-.4622	.998	.17398	.03384		
-.8270	-2.0487	.000	.21425	-1.43783(*)		
-1.3625	-2.4418	.000	.18928	-1.90212(*)		
2.0753	.8681	.000	.21171	1.47167(*)		
2.0487	.8270	.000	.21425	1.43783(*)		
.1756	-1.1042	.241	.22446	-.46429		
2.4674	1.4045	.000	.18640	1.93596(*)		
2.4418	1.3625	.000	.18928	1.90212(*)		
1.1042	-.1756	.241	.22446	.46429		

0.05

mean difference

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(-.34501)

(-.20153)

(-1.75053) (-2.00563)

(-1.40552) (-1.66062)

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Mission

Vision

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