
**طراحی مدل مفهومی جهت سنجش الزامات تحقق
مدیریت کیفیت فراگیر در سازمان‌ها و ارتباط آن با
رضایت مشتریان**

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Email: firouzian@ut.ac.ir

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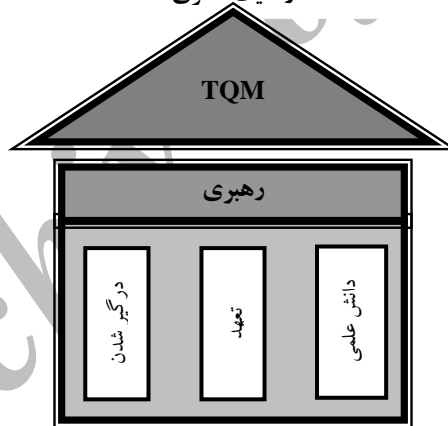
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					/	FCO ₃	
					/	FCO ₄	
					/	FCO ₅	
					/	FCO ₆	
SI	/	d.f =	sig =	/	/	FSI ₁	SI
					/	FSI ₂	
					/	FSI ₃	
					/	FSI ₄	
IN	/	d.f =	sig =	/	/	FIN ₁	IN
					/	FIN ₂	
					/	FIN ₃	
					/	FIN ₄	
					/	FIN ₅	

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LS	/ d.f = sig =	/	/	FLS ₁	LS	
			/	FLS ₂		
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			/	FLS ₅		
			/	FLS ₆		
TQM	/ d.f = sig =	/	/	FTQM ₁	TQM	
			/	FTQM ₂		
			/	FTQM ₃		
			/	FTQM ₄		
			/	FTQM ₅		
			/	FTQM ₆		
CS	/ d.f = sig =	/	/	FCS ₁	CS	
			/	FCS ₂		
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		KMO						
(CO)	/ d.f = sig =	/	/	/	/	FFCO ₁	FCO ₁	CO
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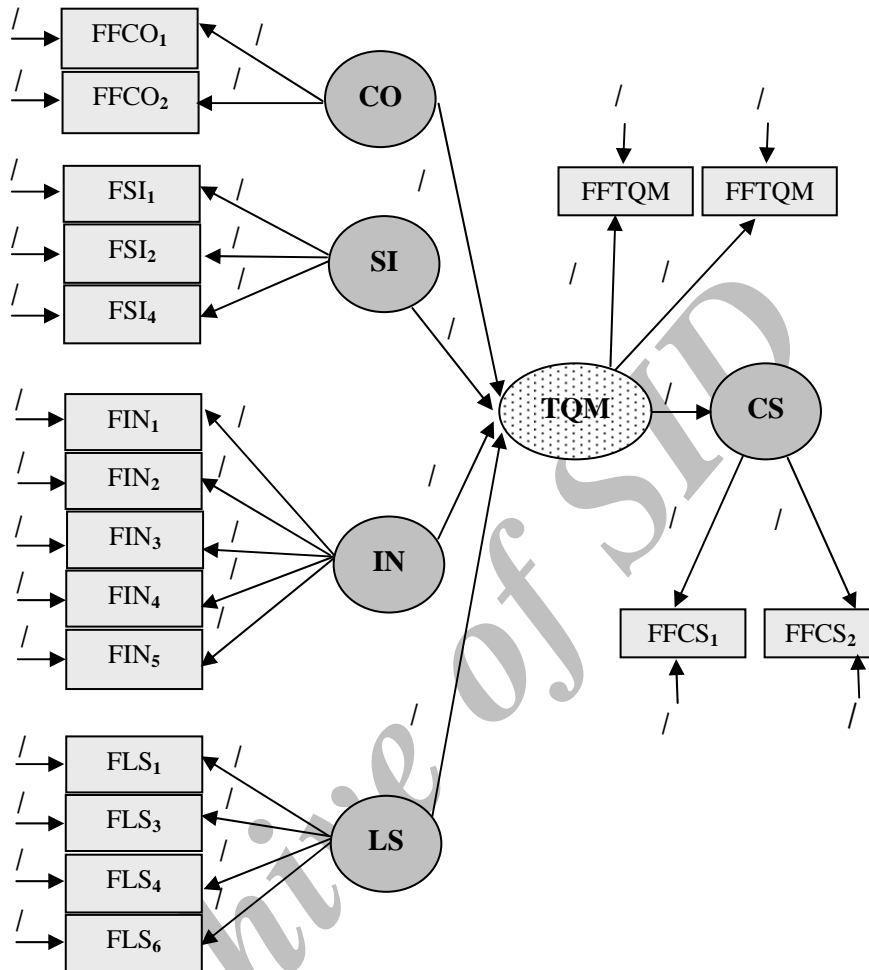
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		KMO					
SI	/ d.f= sig=	/	/	/		FFSI ₁ FFSI ₂ FFSI ₃	FSI ₁ FSI ₂ FSI ₃ FSI ₄
IN	/ d.f= sig=	/	/	/		FFIN ₁ FFIN ₂ FFIN ₃ FFIN ₄ FFIN ₅	FIN ₁ FIN ₂ FIN ₃ FIN ₄ FIN ₅
LS	/ d.f= sig=	/	/	/		FFLS ₁ FFLS ₂ FFLS ₃ FFLS ₄	FLS ₁ FLS ₂ FLS ₃ FLS ₄ FLS ₅ FLS ₆
TQM	/ d.f= sig=	/	/	/		FFTQM ₁ FFTQM ₂	FTQM ₁ FTQM ₂ FTQM ₃ FTQM ₄ FTQM ₅ FTQM ₆
CS	/ d.f= sig=	/	/	/		FFCS ₁ FFCS ₂	FCS ₁ FCS ₂ FCS ₃ FCS ₄

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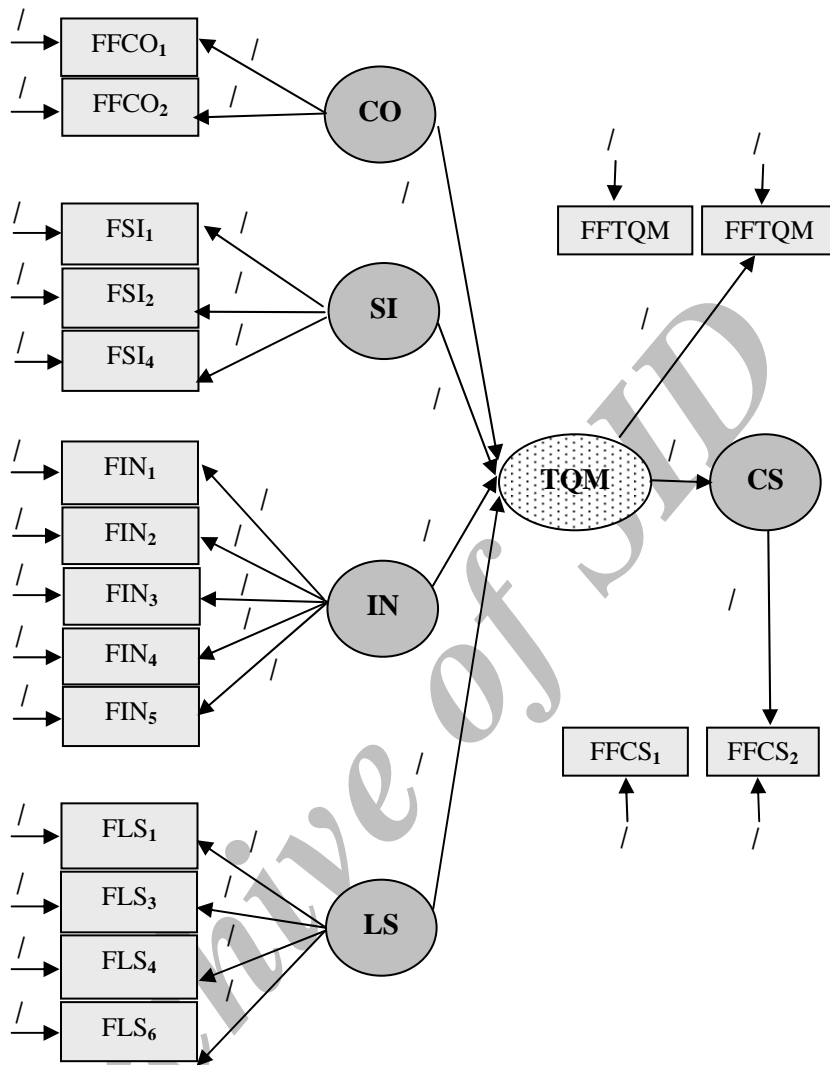
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Structural Equations

$$TQM = 0/28 * CO + 0/37 * SI + 0/35 * IN + 0/30 * LS, \text{ Errorvar.} = 0/19, R^2 = 0/81$$

$$CS = 0/95 * TQM,$$

$$\text{Errorvar.} = 0/086, R^2 = 0/91$$

SPSS LISREL

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