

HIGHER TECHNICAL INSTITUTE

COURSE IN COMPUTER STUDIES

DIPLOMA PROJECT

**COMPUTERIZED SYSTEM FOR STATISTICAL
ANALYSIS OF QUESTIONNAIRES**

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Computerized system for statistical analysis of questionnaires

Introduction

This project deals with the development of a software package for the statistical needs of any company that deals with customers and cares for the customer opinion.

The software will concentrate on the statistical analysis of the satisfaction questionnaires that at present is hard work and an expert's job .The ability to have statistics easily that can be used to help correct some problems and make the product or service better will give the opportunity to all the companies to have better results and increase their productivity and quality.

The software aims at helping company's managers to make the correct steps and changes in order to raise the level of the product they are offering, and reach their goals easier and faster.

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