**CERTIFICATE**

The project work entitled:

**DATABASE MODEL FOR CUSTOMER**

**RELATIONSHIPS MANGEMENT SYSTEM**

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**ABSTRACT**

The main aim of this project is to design a database model for customer relationship management system which can be applied in different fields of engineering management.Twelve main entities have been used in the proposed customer relationship management system (Customer,Order items,Supplier,Product,Invoices,Customer order,Deliveries,Job,Shipment,Payments,Components,Address)Relationships were built between these entities to connect the customer management database system that contains tables where the entities and their properties are modeled using "Microsoft Visio".The proposed database can be altered or developed according to market requirements.

**الخلاصة**

الهدف الرئيسي من هذا المشروع هو تصميم نموذج قاعدة بيانات لنظم إدارة العملاء والذي يمكن تطبيقه في العديد من المجالات على سبيل المثالالمصانعولقدتم استخدام اثني عشر كيانا رئيسيا في إدارة علاقات العملاء (العملاء، العناصر المطلوبة ، المورد، المنتج، الفواتير، طلبات العملاء،التسليمات ، الأعمال المنوطة، الشحن، المدفوعات، مكونات المنتج، العناوين). لقد بنيت العلاقات بين هذه الكيانات لربط قاعدة بيانات لنظام إدارة العملاء والتي تحتوي على الجداول حيث يتم إدخال الكيانات وخصائصهاعبر برنامج "مايكروسوفت Visio". تم ربط العلاقات بين الكيانات من خلال "برنامج Microsoft Visio"، ومن خلال قاعدة البيانات فمن الممكن أن نتحصل على تقارير لإيجاد إمكانية وقوع أي حدث وزمن حدوثه،و أيضا من الممكن إيجاد كفاءة وإنتاجية النظام والكميات التي إما بيعت أو طلبت لتلبية احتياجات العملاء. ويمكن تعديل قاعدة البيانات أو تطويرها وفقا لمتطلبات السوق.