

PROFESSIONAL ENGINEER

Summary Statement

Competency Element	A brief summary of how you have applied the element	Paragraph in the career -s- where the element is addressed
PE1 KNOWLEDGE AND SKILL BASE		
<p>PE1.1 Comprehensive, theory-based understanding of the underpinning natural and physical sciences and the engineering fundamentals applicable to the engineering discipline</p>	<p>01- I used my engineering knowledge in finding the answer to the questions which whether perceived service quality and customer satisfaction</p> <p>02- to submit a report in due time, because of industrial engineering knowledge and project control, I did detailed planning on the basis of data available and the objectives of the project.</p> <p>03- to determine the reliability of the questionnaire, I calculated the alphat, that in theing customers questionnaire,</p>	<p>CE1.5</p> <p>CE2.9</p> <p>CE3.8</p>
<p>PE1.2 Conceptual understanding of the mathematics, numerical analysis, statistics and computer and information sciences which underpin the engineering discipline</p>	<p>01- I was familiar with MATLAB programming Language and also expert in technical software such as Primavera P6, and SPSS. There are different methods to calculate the correlation between variables, which, according to the measuring scale; I selected the right method. In Regression analysis tables, I summarized perception of financial services quality and customer loyalty and regression model coefficients of perception of financial services quality and customer loyalty as the independent variable,</p> <p>02- I took necessary measures in the field of economic feasibility for establishment of cooperatives in floriculture and ornamental plants in I calculated income and expenses of each period of total revenues, and costs and inflation during the same period. I calculated the annual inflation rate in this study which was equal to 15%. I calculated Period Of, and I compared it. table, I calculated inflows of funds as well. To calculate Period Of, first the profit of the first year then the profit of the</p>	<p>CE1.2, CE1.14, CE1.13</p> <p>CE2.4, CE2.11, CE2.13</p> <p>CE3.6, CE3.7</p>

	<p>....., and deducted from the investment, until the remaining investment is zero.</p> <p>03- I Performed calculations to determine the sample size of the population in the project. To determine the sample size of the population, I applied equation</p>	
<p>PE1.3 In-depth understanding of specialist bodies of knowledge within the engineering discipline</p>	<p>01- I handled total quality management system to perform internal organization system. I defined the implementation process of CRM. I checked relationship between two or more variables in order to the correlation test, and calculated the coefficient.</p> <p>02- I contributed in economic feasibility study on industrial projects which our organization intends to verify investment. I evaluated the economic profitability of projects and how the cash flow. To decide on the investment, I did a comparison between the rate of return and interest rates available in the market.</p> <p>03- As industrial and systems analysis engineer at the, I examined the role of modern in client absorption and efficiency improvement with emphasis on cost and staff time. I checked the role of modern to improve the efficiency of the As the study of improving organizational effectiveness as a result of modern in, I have presented calculations related to this hypothesis. I made age distribution of respondents contingency table based on the number of new services.</p>	<p>CE1.1, CE1.11, CE1.13 CE2.1, CE2.8, CE2.15 CE3.6, CE3.11, CE3.1, CE3.13</p>
<p>PE1.4 Discernment of knowledge development and research directions within the engineering discipline</p>	<p>01- I did study the role of the quality in services on the satisfaction and retention of I succeeded to get Education/Training certificate in and ".....". I did field study and collecting data on the basis of samples and questionnaires.</p> <p>02- In terms of how to collect information, I did research to find grounds for setting up and expansion of floriculture and ornamental</p>	<p>CE1.1, CE1.2, CE1.7</p>

	<p>plants cooperative companies. To evaluate the economic feasibility of flowers production, I selected and studied a pilot of I reviewed and economical operation of economic justification of establishment plants and flowers cooperative</p> <p>03- I collected needed data for this study from two populations. The first group included clients of those which offer at least 50% of</p>	<p>CE2.7, CE2.8, CE2.6</p> <p>CE3.7</p>
<p>PE1.5 Knowledge of contextual factors impacting the engineering discipline</p>	<p>01- one of the most fundamental issues that need research is and in mobilizing resources provide a more favorable context for economic development. Measuring the quality of services from the customer perspective and customer satisfaction is considered as domestic actions, that indicates the direction for the organization to quality. Marketing is one of the tools that can increase revenue growth.</p> <p>02- I knew that three aspects of the type of flower, Roofed and non-roofed culture system, or rented culture land. The findings on the economic have focused on economic justification for the cultivation of flowers. I tried to reflect and document the status quo and its pathology analysis, using conventional means to assess economic planning. According to the statistics, I found that the total area of the province, approximately one percent is devoted to producing flowers, and others involved in the production vegetables.</p> <p>03- The speed of development causes major changes in the form of and resources in the field of, and new concepts of emerging as I found the results were consistent with findings of other studies on the, which has the highest demand and satisfaction.</p>	<p>CE1.1, CE1.4, CE1.10</p> <p>CE2.4, CE2.3, CE2.5</p> <p>CE3.3, CE3.17</p>
<p>PE2 ENGINEERING APPLICATION ABILITY</p>		
<p>PE2.1 Application of established engineering</p>	<p>01- I provided practical solutions for</p>	

<p>methods to complex engineering problem solving</p>	<p>in order to standardize and systematize subset how to serve customers according to local conditions</p> <p>02- In order to solve some economic problems, including unemployment, we can pay attention to establish different companies including cooperative companies. I reviewed the problems of the project and trying to resolve cases. I avoided taking into account the additional investment costs; no fee is paid in cash to someone outside or inside the institution. One of the problems raised by the manufacturers was the problem of transporting flowers from the manufacturer to the consumer market.</p> <p>03- I studied the problems faced by customers when using each of the mentioned services. I considered communicating electronically with, eliminate or reduce system failures</p>	<p>CE1.7</p> <p>CE2.4, CE2.8, CE2.14, CE2.16</p> <p>CE3.10, CE3.15</p>
<p>PE2.2 Fluent application of engineering techniques, tools and resources</p>	<p>01- I defined and measured the quality of services provided using consulting with a service firm. I used a field technique to collect quality data required for hypotheses</p> <p>02- I used economic project evaluation techniques such as POP, NPV, PI, and IRR, economic profitability of projects of projects and the cash flow was examined. The Methods of collecting information that I considered were Questionnaire, Interviews and Study of Documents. Due to lack of data and relying on the information contained in the questionnaire, I used the technique of the past to the future to calculate future revenues and costs. In plan liquidity analysis, I studied how cash flows in the course of implementation, commissioning and operation.</p> <p>03- I used two separate questionnaires in order to collect data, for the customers of the and the other was for managers and According to the test statistic and P-value calculated with 95% confidence, I rejected the</p>	<p>CE1.7, CE1.13</p> <p>CE2.2, CE2.12, CE2.6, CE2.11</p> <p>CE3.5, CE3.14</p>

	<p>hypothesis on the difference in the level of customer satisfaction.</p>	
<p>PE2.3 Application of systematic engineering synthesis and design processes</p>	<p>01- I prepared a schedule for the project stages and allocation resources to achieve project objectives and monitored the project objectives to prevent delay. I tested the hypotheses, data collected related to the hypothesis was analyzed by software.</p> <p>02- I did analysis of data and performing calculations using the techniques of economic evaluation, including POP, NPV, PI, IRR. The purpose of project evaluation is resource allocation and limited possibilities to proposals that have best supports for our goals.</p> <p>03- I designed questions in such a way which we can measure the customer satisfaction with any of the new services provided branches. I participated in design of distinctive questionnaire fors customer and another for directors and heads ofs and others. To compare pairs of means, and understandings' customer preferences, I used test</p>	<p>CE1.7, CE1.15 CE2.8, CE2.12 CE3.6, CE3.5, CE3.12</p>
<p>PE3.1 Ethical conduct and professional accountability</p>	<p>01- I arranged a fundamental modification on its system in a way to increase efficiency. I evaluated the current quality ofing services from the customer's perspective and its importance in satisfying and maintenance the customers with help of other members of the project which helped me in this study.</p> <p>02- I carried out the present study aimed to resolve some of the social and public problems, by providing the resources needed at the right time, I can prevent delay in progress of project,</p> <p>03- I evaluated customers new services provided in terms of their satisfaction, respectively,ing,, current, and card.</p>	<p>CE1.1, CE1.6 CE2.6, CE2.9 CE3.13</p>

<p>PE3.2 Effective oral and written communication in professional and lay domains</p>	<p>01- I considered behaviour and treatment of employees as two important factors for evaluating service. I reported and presented to the director of the unit and participated in periodic meetings and presentation of a report on the project progress. I considered four points for the successful implementation of CRM, establishment and management of ongoing relationships with customers.</p> <p>02- I evaluated planting flowers and plants in the provinces economically aimed to study the areas of employment, Due to climatic atmosphere in; I evaluated current conditions to export flowers and plants.</p> <p>03- I participated in coordination meetings with other members of the project and providing project progress report and consultation on project results.</p>	<p>CE1.7, CE1.6, CE1.11</p> <p>CE2.16, CE2.2</p> <p>CE3.6</p>
<p>PE3.3 Creative innovative and proactive demeanour</p>	<p>01- I applied engineering software such as SPSS for calculation and evaluation of results</p> <p>02- I used the minimum information needed to analyze and assess the usefulness and cost of the program.</p> <p>03- I did Data analysis and performing hypothesis tests using ratio test and chi-square test, and for study of the relationship between general profile of respondents</p>	<p>CE1.7</p> <p>CE2.11</p> <p>CE3.6</p>
<p>PE3.4 Professional use and management of information</p>	<p>01- I examined several previous studies and strategies to retain customers in the privates, but virtually ignored other aspects. Collecting detailed information to conduct research needs to collect thes financial statements and notes with them. I used an anonymous questionnaire to collect information and achieve goals, by is completed by the customers of different branches ofs.</p> <p>02- I collected needed Information for this research through interviews and</p>	<p>CE1.4, CE1.13, CE1.11</p> <p>CE2.2, CE2.8, CE2.11</p> <p>CE3.6</p>

	<p>questionnaires and through producers, distributors I provided technical mechanisms on how to collect data, such as questionnaires, interviews and study document. I collected information on the preparation of plans and used to make an integrated financial analysis table.</p> <p>03- I began to collect data with regard to the two communities of customers and managers and using double stratified sampling in terms of regions of samples.</p>	
<p>PE3.5 Orderly management of self, and professional conduct</p>	<p>01- I cooperated with the organization in and the role of "quality management planning and controlling supervisor". I collaborated with other project members and training them. With the help of other partners in coordination with several branches of private and publics, I completed a questionnaire to assess the qualitative variables.</p> <p>02- Using cost-benefit techniques with the help of other members of the project, which includes one of the Vice municipal space green, and a person of cooperative office of the cit.</p> <p>03- To investigate human factors, I considered experts who have the ability to design and analysis, implement and the support of senior management. I presented a comparison of the average customer satisfaction in the mentioned areas,</p>	<p>CE1.2, CE1.7, CE1.12</p> <p>CE2.7</p> <p>CE3.4, CE3.14</p>
<p>PE3.6 Effective team membership and team leadership</p>	<p>01- Based on the results of this study, customer loyalty is considered as one of the factors affecting thes financial performance. I suggested to the managers and decision makers of the that design action plans for building customer loyalty.</p> <p>02- I presented recommendations in the final report through which plants a suitable context be provided to enter the flowers and plant industry.</p>	<p>CE1.16</p> <p>CE2.16</p> <p>CE3.2, CE3.18</p>

03- My experience in participating in similar projects, as leader in this research, began to collaborate using my technical knowledge in the field of industries and systems analysis engineering. Newing services didn't help to improve the indicators in the's branches.

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