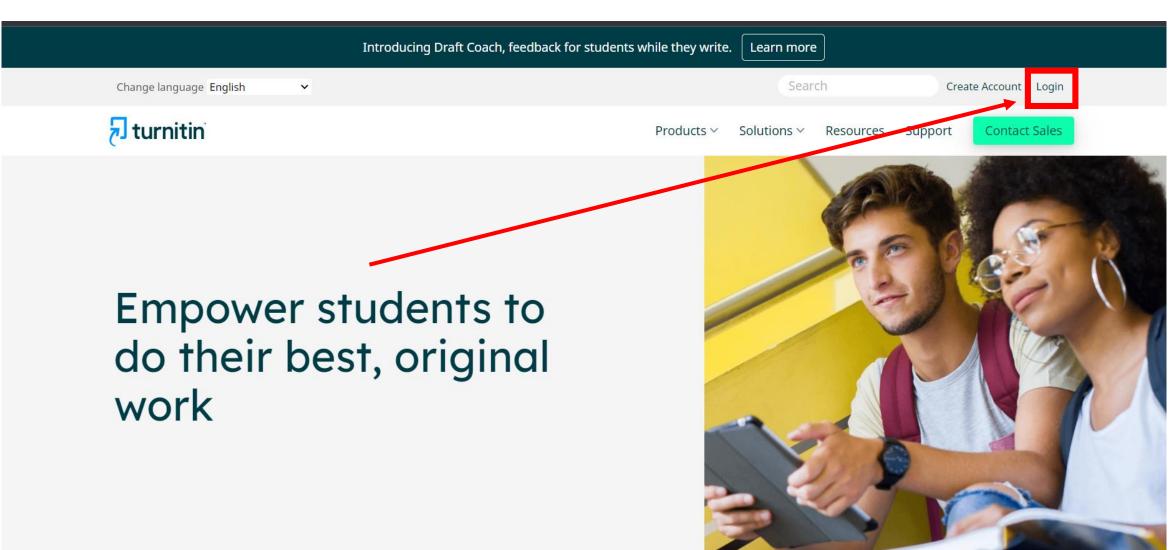


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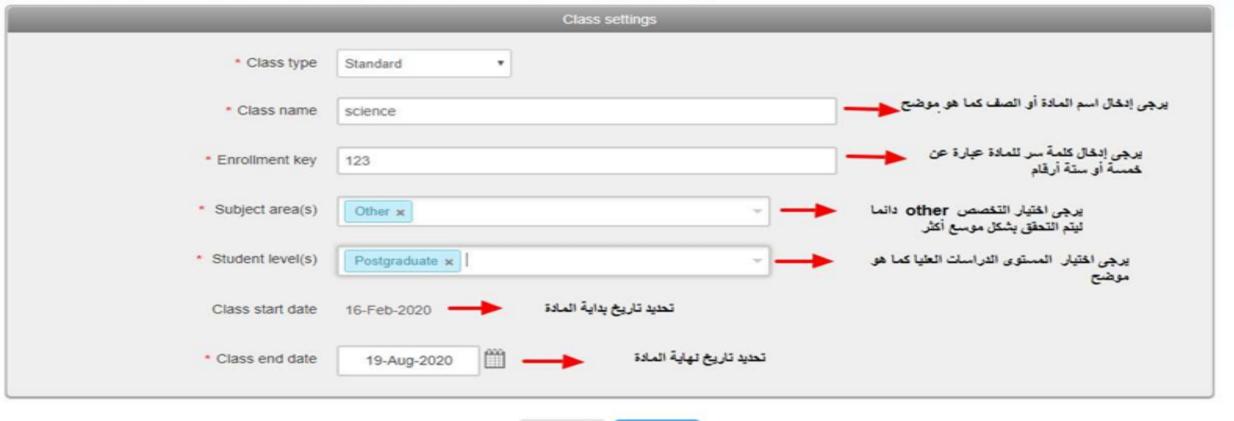
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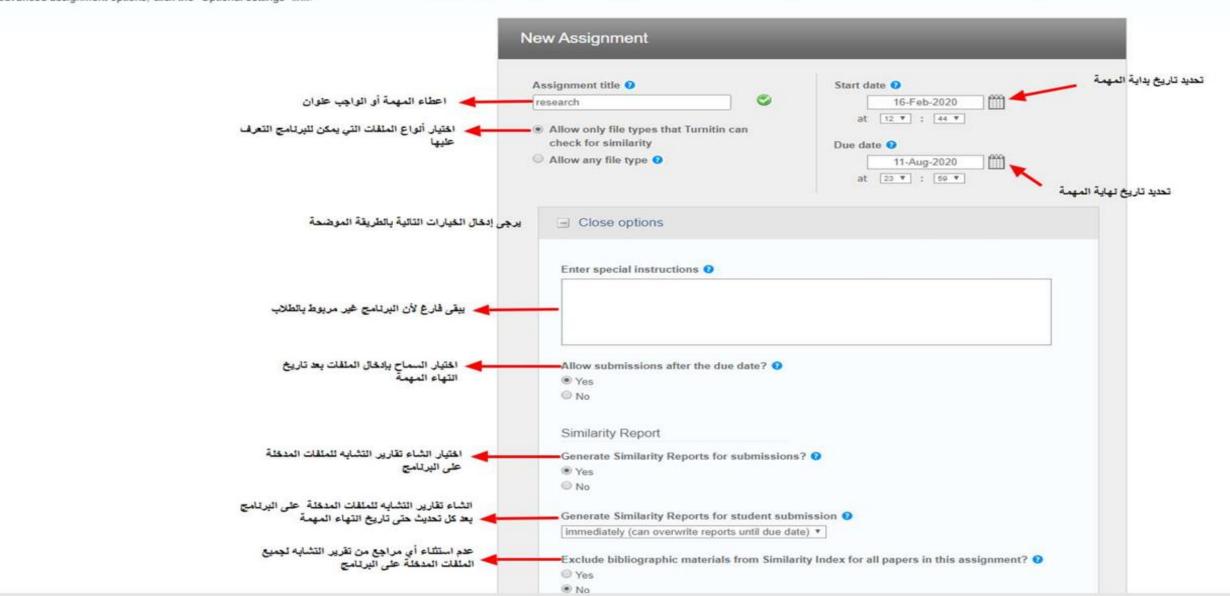
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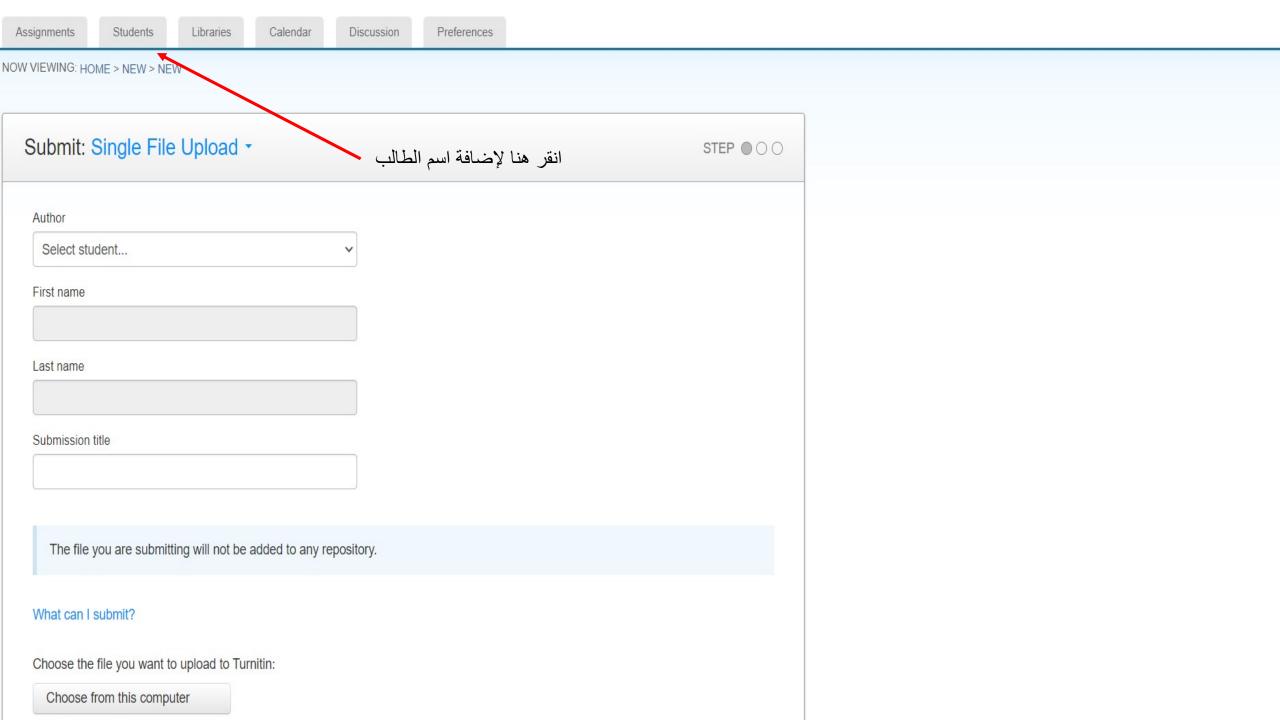
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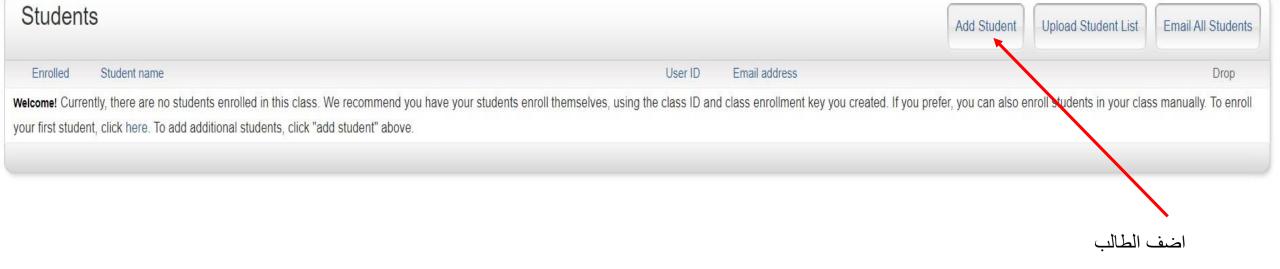
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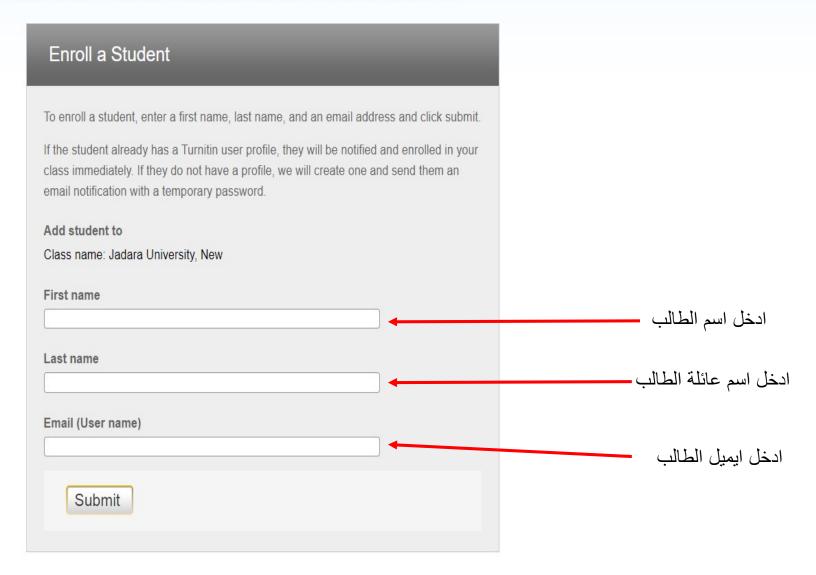


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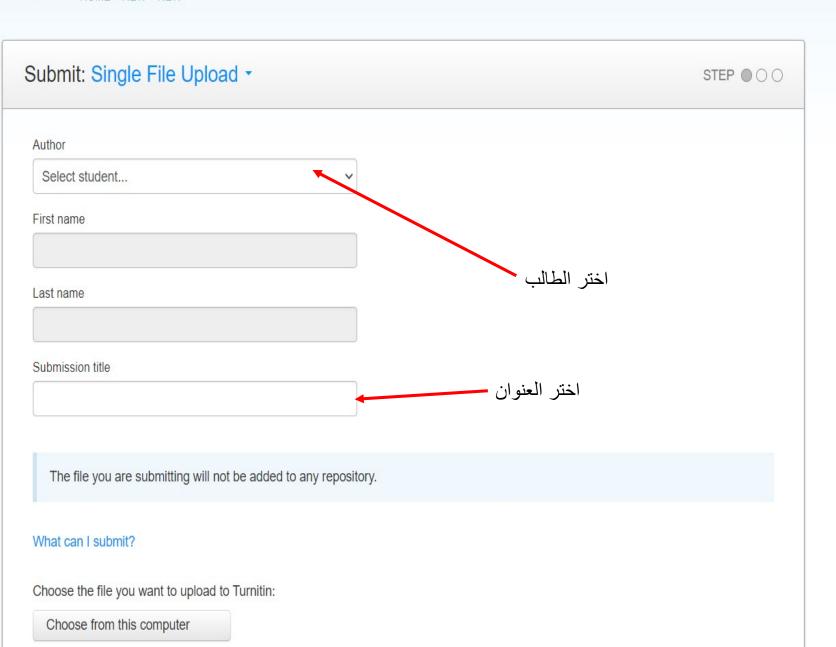
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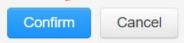
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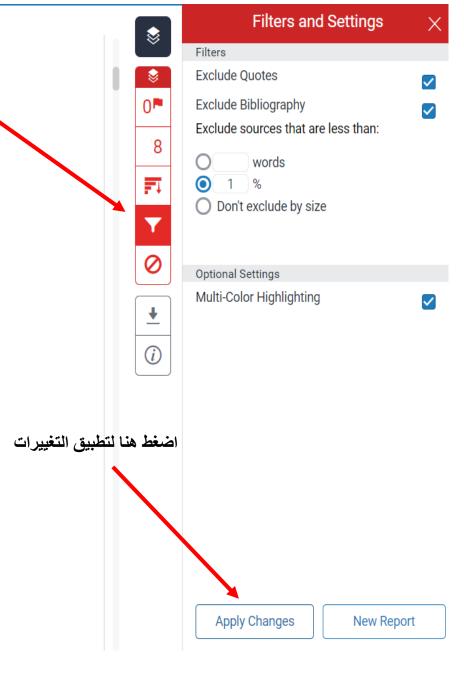
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1. INTRODUCTION

In light of the global changes and the globalization of activities, companies are developing their performance for the better due to the intensity of the global competitions that they face today. Because globalization has made companies in the world as a small village with no boundaries, and it has become an imperative for organizations in the era of globalization and contemporary openness that distinguishes the world and the rapidly changing business environment and the shift towards new organizational patterns, thereby benefiting from the shift from the performance of traditional organizations to the performance of global organizations. Halldorsson, (2004), supported the management of the electronic supply chain with an effective and visible impact on companies and their competitive strength, one way of knowledge and اضغط هنا لتطبيق التغييرات understanding of the cloud and its relationship to user satisfaction and its impact on customer service and improving customer satisfaction directly and clearly. Al-jawazneh, (2016). Because of the very high cost of products, late arrival of products, failure to properly meet customer services, customer comfort for a particular product is not good, sometimes difficult to communicate with suppliers, communication costs may be high in reaching suppliers, some

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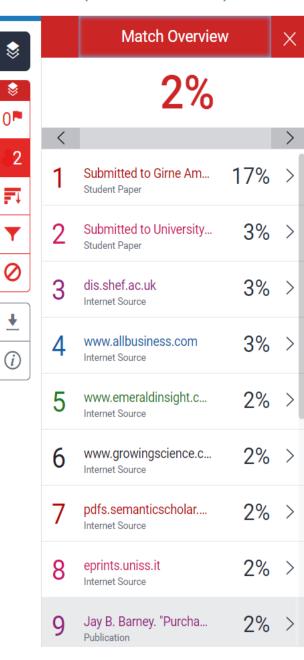


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1. INTRODUCTION

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