

Total Quality of Knowledge Content

Adrian MIHALACHE¹, Viorel IONESCU²

¹ „Politehnica“ University of Bucharest, Romania; ² Military Technical Academy of Bucharest,
Romania
mad@dnt.ro

Abstract

The paper proposes a framework for the total quality assessment of the knowledge content provided by organizations that are part of the e-economy. The assumption that knowledge differs from information is discussed in detail and a clearcut distinction between the two is made. The factors and criteria of knowledge quality are defined and analyzed. The five-level maturity model of quality assessment is then applied to cognizant enterprises.

Keywords: Quality, Total Quality, Quality assessment, Knowledge content.

References:

- [1] Harigopol, U., Satyadas, A., Cognizant Enterprise Maturity Model. In: IEEE Transactions on Systems, Man, and Cybernetics. Part C: Applications and Reviews. Vol. 31, 4 (November 2001), pp 449-460.
- [2] Mihalache, A., Informational Product Quality Assessment. In: „Politehnica“ University of Bucharest Scientific Bulletin, Series C, Electrical Engineering, vol. 59, 1-4 (1997), pp 81-89.
- [3] Satyadas, A., Harigopol, U., Cassaigne, N. P., Knowledge Management Tutorial: An Editorial Overview. In: IEEE Transactions on Systems, Man, and Cybernetics. Part C: Applications and Reviews. Vol. 31, 4 (November 2001), pp 429-438.
- [4] WWW Virtual Library on Knowledge Management. <http://www.brint.com/km/>.