



# Servicemodell für Qualitätsmanagement (German Edition)

*Andreas Schmidt*

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**Servicemodell für Qualitätsmanagement (German Edition)** Andreas Schmidt

Studienarbeit aus dem Jahr 2005 im Fachbereich Informatik - Wirtschaftsinformatik, Note: 1,3, Universität Duisburg-Essen, 31 Quellen im Literaturverzeichnis, Sprache: Deutsch, Abstract: Für eine Verbesserung der Dienstleistungsqualität lassen sich zahlreiche Methoden und Werkzeuge sowie unterschiedlichste Angebote, wie bspw. Zertifizierung auf partiellen Märkten auffinden, jedoch kein ganzheitlicher Markt und kein Modell, das die Menge an Qualitätsdiensten kombiniert darstellt. Im Fokus der Arbeit steht die Schaffung eines Modellansatzes, um evtl. zukünftig einen (Online-) Servicemarktplatz für Dienste im Qualitätsmanagement bspw. für E-Learning zu schaffen. Dazu wurden notwendige Begrifflichkeiten, Methoden und Modelle dargestellt und ein Modellansatz entwickelt, der anhand der Dienstleistung „E-Learning“ näher erläutert wird.

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