عنوان مقاله:

Enhancing Quality of Online Courses with Quality Function Deployment

محل انتشار:

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خلاصه مقاله:

With the help of new concepts and new technologies , e-learning is quickly becoming an appealing alternative to face-to-face seminars in the area of advanced training . Their cost effectiveness and worklace-integrated structure offer companies and industrial section an adequate platform for training their employees and gives a good opportunity to students to study . however , this revolution cannot properly take place without its share of concerns. Although there are a great number of web -based courses available , all web-based courses are not favored with the same quality . thus, the issue of quality turns into a point of concern for companies and students of the e-learning experience. Quality function deployment (QFD) is a desing method which ensures the requirements and competitive in a global economy.

کلمات کلیدی:

e-learning, quality function deployment , house of quality , voice of customer , customers needs

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