

Total Quality of Knowledge Content

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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.*