



Impact of "Web Technology" on "Total Quality" of ODLS: How "Web Technology" improves "Total Quality" of "Open and Distance Learning System (ODLS)" !

Manoj Killedar

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Web is expected to have a strong impact on almost every aspect of how we learn. 'Total Quality (TQ)' is the totality of features, as perceived by the customers of the product or service, which includes stated as well as implied needs and expectations of all types of customers. No quality improvement is possible without its unambiguous measurement. Hence, TQ of the learning experience in "Open and Distance Learning System (ODLS)" cannot be examined unless it is expressed in measurable clear terms which include complete spectrum of student support and educational services. A model for TQ of an ODLS is used to measure impact of the "Web Technology" on the 'Total Quality' of the learning experience.

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