Abstract

As the internet grows day by day in terms of online users, different kinds of web portals like AOL, MSN and Yahoo are also increasingly being used. Customer Satisfaction is important for the success of web portals. Some of the important factors that determine customer satisfaction of web portals are usability, efficiency and excellent content. Although there are many research papers that discuss different techniques for evaluating the quality of web portals, there is a huge gap in research concerning how to build quality web portals from scratch. Six Sigma is a methodology that has stormed the manufacturing world and is renowned for improving the quality of products and processes and also for designing high quality products and processes. In recent times the IT industry is also successfully trying to adapt Six Sigma methods to create defect free software. This paper proposes a design framework called WEBDEV using the SIX SIGMA DMAIC methodology that can be used to design high quality web portals from scratch.

References


**Index Terms**

Computer Science
Software Engineering
Keywords
Six Sigma   DMAIC   Web Portal Design   Web Service Quality