



# Quality Management in Training Companies

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**Abstract.** This study was carried out in training companies and aims to evaluate customer satisfaction. It focusses at the *Organizations' Quality-of-Management (QoM)* that is in itself a major competitive advantage to differentiate them. Indeed, the universe of discourse is set in order to consider not only the complex relationships among the entities that populate it, but also to take into account its inner structure, where incomplete, unknown or even self-contradictory information or knowledge are present. One's goal is at the development of a comprehensive and integrated computational model to ensure the *Organizations' Performance* and its *QoM* in order to fulfill customer's requirements. It is based on a *Logic Programming* approach to *Knowledge Representation* and *Reasoning* and grounded on an *Artificial Neural Networks* approach to computing.

**Keywords:** Artificial Intelligence · International Standard ISO 9001  
Quality-of-Management · Logic Programming  
Knowledge Representation and Reasoning · Artificial Neural Networks