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The authors present the "return on quality" approach, which is based on the assumptions that (1) quality is an investment, (2) quality efforts must be financially accountable, (3) it is possible ...

(PDF) Service quality implementation: problems and solutions
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IMPLEMENTATION GUIDANCE - WHO
Differentiated Services (DiffServ) is a new model in which traffic is treated by intermediate systems with relative priorities based on the type of services (ToS) field. Defined in RFC 2474 and RFC 2475 , the DiffServ standard supersedes the original specification for defining packet priority described in RFC 791 .

Implementing Quality of Service Policies with DSCP - Cisco
This document provides some high level guidelines for implementing Quality of Service (QoS) in a network that serves as a transport for multiple applications, including delay-sensitive and bandwidth-intensive applications. These applications may enhance business processes, but stretch network resources.

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