

## ABSTRACT

Today communication is an essential thing of our life ,Especially computer technology is applied for data network communication that will be important strategy key for success including technology for guarantee quality of service such transfer variety of file format (text file ,picture file, voice , video file by real time etc..)

But we frequently find reluctance to use QoS technique approach the main reason as we can't select appropriate QoS technique to the right application.

And we have no standard methodology for the selection QoS technique.

This thesis is applied by Combined Utility Function process for analyst and creates the general framework for selection of QoS Techniques. By considering main factor for decision both qualitative and quantitative aspect, the step of thesis is done by exploring QoS Techniques in a present by cost, performance and significant criteria to create the value assigned diagram .

Decision maker will fill in the value in that diagram for analysis process. The result of this case study will be analysed with cost-benefit for more reason.

Case study in this thesis is SITA Company, which provides online information about airline in the whole world. This solution will be better than the existing which uses the experience of expert of each organization.