

Ans 1 \Rightarrow The good characteristic of a Supplier \rightarrow

① Having finalized the product specification and the quantity to be procured next step is to locate the likely sources of supply.

2- Selection of viable source of supply requires proper evaluation of suppliers with respect to their ability to maintain the quality of the product at the desired level

3- final consideration for placement of order should be limited to only those firms.

The choice can then be made on economic considerations -

Service Quality \Rightarrow strategies that have produced significant result in production are often harder to implement in a service environment.

Customer Service is the set of activities, an organization uses to win and retain customer satisfaction.

It can be provided before,
on after the sale of the
product or may exist on
its own -