

Q4.1 State the good characteristics of a supplier. Discuss the several dimensions of product & service quality.

Ans A supplier with accountability will take responsibility for the quality & work forward to address it quickly. A supplier that won't own up to their mistakes can hinder your ability to meet deadlines and product requirements. Look for designs of accountability as a key characteristic of a good supplier.

there are some qualities of a good supplier —

- 1) Accountability
- 2) Production capabilities
- 3) Ease of communications
- 4) Cooperations with third-party &c
- 5) Ethics

* Product quality has two dimensions —

- Physical dimension - A product's physical dimension measures the tangible product itself & includes such things as length, weight, and temperature.

- performance dimension \Rightarrow A product's performance dimension measures how well a product works & includes such things as speed & capability (capacity).

* Service Quality

- Responsiveness
- Assurance
- Tangibles
- Empathy
- Reliability