

Q. 2 => Define the term capacity
the element of service

Ans. to
the
productive
services
time
capacity
as
capability

Capacity:- Capacity refers
system's potential for
goods or delivering
over a specified

interval.

may also be explained
the rate of productive
of a facility.

Service capacity :- The service is
made and consumed in the
presence of the customers
as the services cannot be stored
as finished good inventory.

There are following elements

- 1) Capacity and capability
- 2) Gap management
- 3) Business integration
- 4) Beyond the project