

Q.2
Ans

Service Capacity is also said to be the highest possible amount of output that may be obtained in a specified period of time with a ~~poor~~ predefined level of staff, installation and equipments. Managing capacity can be viewed as minimizing waiting time while avoiding idle capacity to meet the demand in the most efficient way.

Elements of Service Capacity are somethings concerned with the capacity of service organization effectively and to provide a good quality service. Many strategies can be proposed to manage capacity in services if some organization understand the importance of all the elements presented. Allocating human resources can be good capacity management strategy provided what kind of demand

an organisation is planning to meet, whether demand is seasonal or cyclical. Are there any opportunities to automate the service ~~organisation~~ where demand of customer can utilize the technology from anywhere by avoiding personal visits to the service organization. It is equally important to understand the knowledge level of customer.