

## Action-2

Q.1  
Ans

A service operation is an open transformation process of converting inputs to desired outputs through the appropriate application of resources, that is material, labor information and the consumer as well. More simply services are economic activities that produce time, place, form, or psychological utility.

Few factors affecting the service operation are:

1) Quality of the products and services - The true quality must always be the top most priority of any firm. So that the customer may start liking it more and would want for more of that same product or the product from that same company. It would kind of create a goodwill towards

the company therefore.

ii) Expansion of technology - The firm must look out for the best technology in the market and purchase the right one so that they would have easy time producing better goods for the future. Thus the technology ~~are~~ aspect plays a important role in the service factors that would be affecting them.

iii) The Global Competition - The competition in the economic has to be considered too, because there are many other better firms who might be producing the same product but at a different margin. Therefore the competition has to be strong.