

In order to study the existing situation and an appraisal regarding performance of QMS following study is envisaged:

1.3 STATEMENT OF PROBLEM

As Rifle Factory Ishapore is facing challenges in terms of rectification and rejection its product as well as customer complaints, this research focuses to study the gap between management perceptions and service specifications (Gap 2), service specifications and service delivery (Gap3) and the discrepancy between customer expectations and employees' perceptions (Gap6) for product Rifle 5.56mm INSAS 1A at RFI.

1.4 RESEARCH QUESTION

1. Is there any gap between management perceptions and service specifications for product Rifle 5.56mm INSAS 1A?
2. Is there any gap between service specifications and service delivery for product Rifle 5.56mm INSAS 1A?
3. Is there any gap between customer expectations and employees' perceptions for product Rifle 5.56mm INSAS 1A?

1.5 OBJECTIVES

1. To identify the dimensions/parameters of quality of services.
2. To study and analyse the gap between management perceptions and service specifications for the identified parameters (Gap2).
3. To study and analyse the gap between service specifications and service delivery for the identified parameters (Gap3).
4. To study and analyse the gap between customer expectations and employees' perceptions for the identified parameters (Gap6).

1.6 SCOPE

The scope of the study is limited to the study of gap in manufacturing of Rifle 5.56mm INSAS 1A at Rifle Factory Ishapore. The scope includes study of gap between management perceptions and service specifications (Gap2), gap between service specifications and service delivery (Gap3) and gap between customer expectations and employees' perceptions (Gap6).

The scope does not include study of other service quality gaps. Study of product specification and perception of external customer is also not included in the scope of study. The scope also does not include study of other product manufactured in Rifle factory Ishapore.

1.7 CONCLUSION

This chapter has produced a brief introduction to quality and its importance in Ordnance Factories. The product 5.56mm INSAS under study has been explained. Various SERVQUAL gaps were described and appropriate gaps were identified in the context of the study.