

A STUDY ON SERVICE THROUGHPUT TIME IN GET FRIDAY DIVISION @ TTK SERVICES PVT. LTD., BANGALORE

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ABSTRACT

In a service industry, Time is the basic resource and a main force that drives the performance of the tasks. Thus usage of time must be optimised in order to achieve the goals with assured quality on time. The study focus on optimising the time taken in the process of completing the tasks in the Virtual Assistance Sector. Virtual assistance is assistance that is provided by phone, fax, e-mail, or even instant message. Virtual assistance is provided by a Virtual assistant (VA), independent entrepreneurs who work remotely and use technology to deliver services to clients globally. Though various measures are being implemented to optimize the resources and time consumed in the process of Delivery of Tasks some issues are occurring in the delivery process due to the throughput time which results in the reduction in the turnover of the company. Therefore, the issues occurred due to delay in service delivery is identified and the study reveals the overall process of how to optimize the time and resources and provides suggestion for the continuous improvement of the company.

KEYWORDS: resource, Business Processing Outsourcing (BPO), Knowledge Process Outsourcing (KPO).

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