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### Identification of gaps among manufacturing and service industries

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There is an increased blurring of manufacturing and service activities that have an impact on the industrial performance, their business and differentiates their offering. Naturally, services are described as comprising two elements, i.e., process and outcome, where both have an impact on the consumer's assessment of quality with the involvement of customers in the service delivery process and the well-recognized need to define service quality from the perspective of the consumer. The manufacturing has been developed by the full cycle of activities, from research and development, through design, production, logistics and services, to end of life management, within an economic and social context. In this paper, the authors have identified the gaps between manufacturing and service sectors on the basis of literature. Filling of these gaps will help the better involvement of the industries with each other which offer a rapid growth towards overall market.

#### Biography

Bhupender Singh is an Assistant Professor in Mechanical Engineering Department at YMCA University of Science and Technology, Faridabad, Haryana, India. He has 7 years of experience including Industry & Teaching. He had guided many students at Master's and Bachelor's level. He is currently doing research on Benchmarking Processes. He had published many research papers in various reputed journals and attended many international & national conferences. His areas of interest are Benchmarking, Industrial Engineering, Quality Management and Automobiles.

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