|  |  |  |
| --- | --- | --- |
|  | **JB Hi-Fi****(or some other retailer)** | **Qantas****(or some other service provider)** |
| **Quality** |  |  |
| **Speed** |  |  |
| **Dependability** |  |  |
| **Flexibility** |  |  |
| **Customisation** |  |  |
| **Cost** |  |  |

**Operations Strategies: Performance Objectives**