

Waiting Lines

Many businesses utilize waiting lines to manage customer service. For example, banks, amusement parks, supermarket checkouts, fast food restaurants, call centers, check-in counters at airports, emergency departments of hospitals, and so many more. In the course of your week, consider an experience you had that led to a temporary demand for service that exceeded capacity, for example, variation in service duration or arrival rates, which led to a waiting line.

Address the following requirements:

- Explain common measures of system performance and which of the

common measures may be most effective for the business where you experienced a waiting line.

- Describe why that measure would be effective and develop a strategy to minimize the waiting line while minimizing cost.
- Develop a calculation to aid the business in making their operational choices.

Directions:

- Discuss the concepts, principles, and theories from your textbook. Cite your textbooks and cite any other sources if appropriate.
- Your initial post should address all

components of the question with a 500 word limit

Textbook:

Stevenson, W. (2021). Operations management (14th ed.). New York, NY: McGraw-Hill Irwin. Print ISBN: 9781260238891;