Chapter Outline

# Module C: The Transportation Models

***See pages 810-838.***

Operations Profile: How Some Companies Deal With Waiting Lines

 Introduction to Waiting Line Models

 Cost Implications of Managing Waiting Lines

 Characteristics of Waiting Lines

 Customer Population

 Arrival Pattern

 Queue Size and Discipline

 Service System Structure

 Service Pattern

 Measuring Performance of Waiting Line Systems

 Queuing Models

 Model I: Single-Channel or Single-Server Queuing Model

 Model II: Single-Channel or Server, Constant Service Rate Queuing Model

 Model III: Multiple-Channel or Multiple-Server Queuing Model

 Little's Law

 Model IV: Finite Population Queuing Model

 Other Considerations in Waiting Line Systems

 Module Summary

 Key Terms

 Discussion and Review Questions

 Solved Problems

 Problems

 Case Study C. 1: The Psychology of Waiting in Lines