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