



Operations Methods

Kenneth A. Shaw

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The intent of this book is to help business practitioners attain a working knowledge of waiting line theory and to expand their knowledge of how waiting line analysis can be used to address situations beyond the simple examples they were presented in school. Throughout the book, practical examples are given and worked out to aid in understanding the material presented. Some emphasis is given to the caveats in applying waiting line theory and the importance of being aware of the assumptions used in developing that theory.

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