Case Study

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Simulation Technique for Queuing Theory: A Case Study

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ABSTRACT

This study shows that that the analysis and observation of customers in queue and also reveals with the historical backgrounds it gives an overview of different solution methods and tools. The information of this queuing model gives the information that the numbers of their servers are not adequate for the customer's service. This shows that, they need 6 servers instead of the 2 at present in the State Bank of India, India. It suggests a need to increase the number of servers in order to serve the better service to customers and the time of customer in queue is reduce, their satisfaction may be increased.

Key words: Customers, Queue, Arrival rate, Service rate.

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