

### 6TH EDITION

# OPERATIONS RESEARCH Theory and Applications

## J K Sharma

### **OPERATIONS RESEARCH** THEORY AND APPLICATIONS

### By the Same Author

- Operations Research: Problems and Solutions (3rd Edn)
- Quantitative Techniques for Managerial Decisions (2nd Edn)
- Discrete Mathematics (4th Edn)
- Management of Systems
- Quantitative Methods in Management
- Linear Programming: Theory and Applications

### **OPERATIONS RESEARCH** THEORY AND APPLICATIONS

**Sixth Edition** 

**J K SHARMA** 

Professor, Amity Bussines School Amity University Uttar Pradesh, Noida



(An ISO 9001:2008 Company)

BENGALURU • CHENNAI • COCHIN • GUWAHATI • HYDERABAD JALANDHAR • KOLKATA • LUCKNOW • MUMBAI • RANCHI • NEW DELHI BOSTON (USA) • NAIROBI (KENYA)

### **OPERATIONS RESEARCH: THEORY AND APPLICATIONS**

#### © by Laxmi Publications Pvt. Ltd.

All rights reserved including those of translation into other languages. In accordance with the Copyright (Amendment) Act, 2012, no part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording or otherwise. Any such act or scanning, uploading, and or electronic sharing of any part of this book without the permission of the publisher constitutes unlawful piracy and theft of the copyright holder's intellectual property. If you would like to use material from the book (other than for review purposes), prior written permission must be obtained from the publishers.

### Printed and bound in India Typeset at Sara Assignment, Delhi

First Published: 1997; Reprinted: 1998-2002 (Seven times); Second Edition: 2003; Reprinted: 2003-06 (Eight times); Third Edition: 2007; Reprinted 2008 (Twice); Fourth Edition: 2009; Reprinted: 2010 (Twice), 2011; Fifth Edition: 2013; Sixth Edition: 2016, Reprint : 2017 ISBN : 978-93-85935-14-5

Limits of Liability/Disclaimer of Warranty: The publisher and the author make no representation or warranties with respect to the accuracy or completeness of the contents of this work and specifically disclaim all warranties. The advice, strategies, and activities contained herein may not be suitable for every situation. In performing activities adult supervision must be sought. Likewise, common sense and care are essential to the conduct of any and all activities, whether described in this book or otherwise. Neither the publisher nor the author shall be liable or assumes any responsibility for any injuries or damages arising herefrom. The fact that an organization or Website if referred to in this work as a citation and/or a potential source of further information does not mean that the author or the publisher endorses the information the organization or Website may provide or recommendations it may make. Further, readers must be aware that the Internet Websites listed in this work may have changed or disappeared between when this work was written and when it is read.

All trademarks, logos or any other mark such as Vibgyor, USP, Amanda, Golden Bells, Firewall Media, Mercury, Trinity, Laxmi appearing in this work are trademarks and intellectual property owned by or licensed to Laxmi Publications, its subsidiaries or affiliates. Notwithstanding this disclaimer, all other names and marks mentioned in this work are the trade names, trademarks or service marks of their respective owners.

Branches	$\bigcirc$	Bengaluru	080-26 75 69 30	
	Ø	Chennai	044-24 34 47 26,	24 35 95 07
	Ø	Cochin	0484-237 70 04,	405 13 03
	Ø	Guwahati	0361-254 36 69,	251 38 81
	$\bigcirc$	Hyderabad	040-27 55 53 83,	27 55 53 93
	$\bigcirc$	Jalandhar	0181-222 12 72	
	Ø	Kolkata	033-22 27 43 84	
	$\bigcirc$	Lucknow	0522-220 99 16	
	$\bigcirc$	Mumbai	022-24 93 12 61,	
	$\bigcirc$	Ranchi	0651-220 44 64	

Published in India by



(An Imprint of Laxmi Publications Pvt. Ltd.) An ISO 9001:2008 Company 113, GOLDEN HOUSE, DARYAGANJ, NEW DELHI - 110002, INDIA Telephone : 91-11-4353 2500, 4353 2501 Fax : 91-11-2325 2572, 4353 2528 www.laxmipublications.com info@laxmipublications.com

C—11288/016/01 Printed at: Saras Graphic Pvt. Ltd., Rai

### Preface to the Sixth Edition

It gives me great pleasure and satisfaction to present the sixth edition of the book *Operations Research: Theory and Applications* to the teachers and students of this subject.

This edition continues to provide readers an understanding of problem-solving methods based on a careful discussion of model formulation, solution procedure and analysis. I hope this easy-to-understand approach would enable readers to develop the required skills and apply operations research techniques to all kinds of decision-making problems.

The text revision in this edition is extensive and in accordance with the objective of enhancing and strengthening the conceptual as well as practical knowledge of readers about various techniques of operations research. A large number of new business-oriented solved as well as practice problems have been added, thus creating a bank of problems that give a better representation of the various operations research techniques.

This edition has a completely new look and feel. I hope this revision will facilitate the teaching of operations research techniques as well as enhance the learning experience for students.

Following are some of the key changes:

- The text of almost each chapter has been reorganized and/or rewritten to make explanations more cogent through relevant and interesting examples. This will provide a more meaningful, easier and effective learning experience.
- Each chapter contains *Preview and Learning Objectives* to guide the students and help them focus their attention on understanding a specific topic under study.
- Most chapters contain *Management Cases* to help students understand various business situations and suggest solutions to managerial issues that are raised while using specific techniques of operations research.
- Each chapter contains Concept Quizzes to help students reinforce their understanding of the principles and applications
  of operations research techniques.
- Explanations are well illustrated with numerous interesting and varied business-oriented examples.
- Conceptual Questions, Self Practice Problems with Hints and Answers are given in each chapter to enable students to learn at their own pace.
- Complete conformity to the latest trends of questions appearing in universities and professional examinations.
- *Appendices,* in most chapters, provide basic theoretical support to the development of specific techniques used to solve decision-making problems in that chapter.
- *References* to questions set in examinations of various Indian universities have been updated.

The book is intended to serve as a core textbook for students of MBA/PGDBM, MCom, CA, ICWA and those who need to understand the basic concepts of operations research and apply results directly to real-life business problems. The book also suits the requirement of students of MA/MSc (Math, Statistics, Operations Research), MCA, MIT, MSc (IT), BE/BTech (Computer Science), AMIE who need both theoretical and practical knowledge of operations research.

It would also prove to be a great asset for those preparing for IAS, NET, ISI and other competitive examinations.

### Acknowledgements

I express my heartfelt gratitude to Founder President Dr. Ashok K Chauhan and Chancellor Mr. Atul K Chauhan, Amity University Uttar Pradesh, Noida for their inspiration, overwhelming support, and motivation.

The support of Prof. B Shukla, Vice-Chancellor, Amity University Uttar Pradesh, Noida; Prof. Sanjeev Bansal, Dean, Faculty of Management Studies, Amity Business School, Amity University Uttar Pradesh, Noida were very reassuring and invaluable. I thank them from the core of my heart.

In preparing the text of this book, I have benefitted immensely by referring to many books and publications. I express my gratitude to those authors, publications, publishers and institutions, most of them have been listed in the references. I would also like to thank Wikipedia, (www.wikipedia.org as accessed on 6/5/09) from where I have taken quotes that I have placed at the beginning of each chapter. If anybody is left out inadvertently, I seek their pardon.

I am thankful to my esteemed colleagues, and students who have contributed to this book through their valuable advice and feedback. Last but never ever the least I thank God Almighty and my family for being there whenever I need them.

I hope that the book serves the purpose for its readers and that I will continue to get their support and suggestions. I retain the responsibility of errors of any kind in the book. Suggestions and comments to improve the book in content and in style are always welcome and will be appreciated and acknowledged.

Email: jks\_sharma@yahoo.com

### Preface to the First Edition

The primary objective in writing this book is to provide the readers the insight into structures and processes that Operations Research can offer and the enormous practical utility of its various techniques.

The aim is to explain the concepts and simultaneously to develop in readers an understanding of problem-solving methods based upon a careful discussion of model formulation, solution procedures and analysis. To this end, numerous solved businessoriented examples have been presented throughout the text. Unsolved *Self Practice Problems with Hints and Answers*, and *Review Questions* have been added in each chapter to strengthen the conceptual as well as practical knowledge of the reader.

The book is designed to be self-contained and comprises of 29 chapters divided into four parts and Appendices A and B. Topics providing theoretical support to certain results used for solving business problems in Part II are discussed in Part IV. The book is intend to serve as a core text primarily for students of MBA/PGDBM, MCom, CA, ICWA who need to understand basic concepts of operations research and apply results directly to real-life business problems. The book also suits the requirements of students appearing for MA/MSc (Maths, Statistics, Operations Research), MCA, BE/BTech (Computer Science) and AMIE, who need both theoretical and practical knowledge of operations research techniques, as well as for those preparing for IAS, NET, ISI and other competitive examinations.

I hope that the presentation and sequence of chapters have made the text interesting and lucid. In writing this book I have benefitted immensely by referring to many books and publications. I express my gratitude to all such authors, publishers and institutions; many of them have been listed in the references. If anybody has been left out inadvertently, I seek their pardon.

I express my sincere gratitude to my teachers Prof. Kanti Swarup and Dr S D Sharma for their blessings and inspiration. I wish to acknowledge my sincere thanks to my students, friends and colleagues, particularly to Prof M P Gupta and Prof A S Narag for their valuable suggestions and encouragement during the preparation of this text. I would like to thank the publishers for the efficient and thoroughly professional way in which the whole project was managed. In the end let me thank my wife and children for the unflagging support and encouragement they gave me while I worked on this book.

Any suggestions to improve the book in contents or in style are always welcome and will be appreciated and acknowledged.

J K Sharma

Preface to	o the	Sixth Edition	v
Preface to	o the	First Edition	vi
Preface to Chapter	o the 1 1.1 1.2 1.3 1.4 1.5 Conco 1.6 1.7 1.8 1.0	First Edition         Operations Research: An Introduction         Operations Research - A Quantitative Approach to Decision-Making 2         The History of Operations Research 2         Definitions of Operations Research 4         Features of Operations Research Approach 5         Operations Research Approach 5         Operations Research Approach 5         Operations Research Approach 7         Models and Modelling in Operations Research 7         • Classification Based on Structure 8 • Classification Based on Function (or Purpose) 10         • Classification Based on Time Reference 10 • Classification Based on Degree of Certainty         • Classification Based on Method of Solution or Quantification 11         Advantages of Model Building 11         Methods for Solving Operations Research Models 11	vi 1–24 10
	1.9 1.10 1.11 1.12 1.13 1.14 1.15 Conce Chapt Chapt Case Puzzl	Methodology of Operations Research 12 Advantages of Operations Research Study 14 Opportunities and Shortcomings of the Operations Research Approach 14 Features of Operations Research Solution 15 Applications of Operations Research 15 Operations Research Models in Practice 16 Computer Software for Operations Research 17 eptual Questions B 18 ter Summary 19 ter Concepts Quiz 19 Study 20 es in Operations Research 22	
Chapter	2 2.1 2.2 2.3 2.4 2.5 2.6 2.7 2.8 Conce Self P Hints	Linear Programming: Applications and Model Formulation Introduction 26 Structure of Linear Programming Model 26 • General Structure of an LP Model 26 • Assumptions of an LP Model 27 Advantages of Using Linear Programming 27 Limitations of Linear Programming 27 Application Areas of Linear Programming 28 General Mathematical Model of Linear Programming Problem 29 Guidelines on Linear Programming Model Formulation 30 Examples of LP Model Formulation 30 • Examples on Production 30 • Examples on Agriculture 49 • Example on Transportation 51 • Examples on Personnel eptual Questions 55 Practice Problems 56 and Answers 61	<b>25–67</b> 53

Chapter Summary 64 Chapter Concepts Quiz 65 Case Study 66

#### Chapter 3 **Linear Programming: The Graphical Method**

- Introduction 69 3.1
- 3.2 Important Definitions 69
- 3.3 Graphical Solution Methods of LP Problems 69
  - Extreme Point Solution Method 70 Examples on Maximization LP Problem 70
  - Examples on Minimization LP Problem 75 Examples on Mixed Constraints LP Problem 78
  - Iso-Profit (Cost) Function Line Method 86 Comparison of Two Graphical Solution Methods 87
- 3.4 Special Cases in Linear programming 87
  - Alternative (or Multiple) Optimal Solutions 87 Unbounded Solution 88
  - Infeasible Solution 90 Redundancy 92

Conceptual Questions 92

Self Practice Problems 92

Hints and Answers 96

Chapter Summary 97

Chapter Concepts Quiz 97

Case Study 98

#### Chapter 4 **Linear Programming: The Simplex Method**

- 4.1 Introduction 101
- 4.2 Standard form of an LP Problem 101
- 4.3 Simplex Algorithm (Maximization Case) 103
- 4.4 Simplex Algorithm (Minimization Case) 112
- Two-Phase Method 114 Big-M Method 119

Self Practice Problems A 127

Hints and Answers 130

- 4.5 Some Complications and Their Resolution 131
  - Unrestricted Variables 131 Tie for Entering Basic Variable (Key Column) 134
  - Tie for Leaving Basic Variable (Key Row) Degeneracy 134
- 4.6 Types of Linear Programming Solutions 135
  - Alternative (Multiple) Optimal Solutions 136
    - Unbounded Solution 137 Infeasible Solution 138

Conceptual Questions 139 Self Practice Problems B 139 Hints and Answers 141 Chapter Summary 142

Chapter Concepts Quiz 142 Case Study 143

#### Chapter 5 **Duality in Linear Programming**

```
Introduction 146
5.1
```

- 5.2 Formulation of Dual Linear Programming Problem 146
  - Symmetrical Form 146 Economic Interpretation of Dual Variables 147
  - Economic Interpretation of Dual Constraints 148
  - Rules for Constructing the Dual from Primal 148

Self Practice Problems A 152

Hints and Answers 152

- Standard Results on Duality 153 53
  - Principle of Complementary Slackness 153
- Managerial Significance of Duality 153 5.4

145-168

100 - 144

Х

5.5 Advantages of Duality 159 Conceptual Questions 159 Self Practice Problems B 159 Hints and Answers 161 Chapter Summary 163 Chapter Concepts Quiz 163 Case Study 165 Appendix: Theorems of Duality 166

Chapter 6 Sensitivity Analysis in Linear Programming 169-200 6.1 Introduction 170 6.2 Sensitivity Analysis 170 • Change in Objective Function Coefficient  $(c_i)$  170 • Change in the Availability of Resources  $(b_i)$  177 • Change in the Input-Out Coefficients  $(a_{ij}'s)$  184 • Addition of a New Variable (Column) 188 • Addition of a New Constraint (Row) 189 Conceptual Questions 196 Self Practice Problems 196 Hints and Answers 198 Chapter Summary 199 Chapter Concepts Quiz 199 Case Study 200 201-235 Chapter 7 **Integer Linear Programming** 7.1 Introduction 202 Types of Integer Programming Problems 202 7.2 7.3 Enumeration and Cutting Plane Solution Concept 203 7.4 Gomory's All Integer Cutting Plane Method 203 • Method for Constructing Additional Constraint (Cut) 204 • Steps of Gomory's All Integer Programming Algorithm 204 Self Practice Problems A 212 Hints and Answers 215 Gomory's Mixed-Integer Cutting Plane Method 216 7.5 • Method for Constructing Additional Constraint (Cut) 216 • Steps of Gomory's Mixed-Integer Programming Algorithm 218 7.6 Branch and Bound Method 221 7.7 Applications of Zero-One Integer Programming 228 • Capital Budgeting Problem 228 • Fixed Cost (or Charge) Problem 229 • Plant Location Problem 230 Conceptual Questions 231 Self Practice Problems B 231 Hints and Answers 232 Chapter Summary 232 Chapter Concepts Quiz 232 Case Study 234 236-255 Chapter 8 **Goal Programming** 8.1 Introduction 237 Difference Between LP and GP Approach 237 8.2

- 8.3 Concept of Goal Programming 237
  - Distinction among Objectives, Goals and Constraints 238
- 8.4 Goal Programming Model Formulation 238
  - Single Goal with Multiple Subgoals 238 Equally Ranked Multiple Goals 239
  - Ranking and Weighting of Unequal Multiple Goals 240
  - General GP Model 241 Steps to Formulate GP Model 141

Graphical Solution Method for Goal Programming 241 85 8.6 Modified Simplex Method of Goal Programming 245 8.7 Alternative Simplex Method for Goal Programming 247 Conceptual Questions 250 Self Practice Problems 250 Chapter Summary 252 Chapter Concepts Quiz 253 Case Study 254 Chapter 9 **Transportation Problem** 9.1 Introduction 257 9.2 Mathematical Model of Transportation Problem 257 • General Mathematical Model of Transportation Problem 258 9.3 The Transportation Algorithm 259 9.4 Methods for Finding Initial Solution 259 • North-West Corner Method (NWCM) 259 • Least Cost Method (LCM) 260 • Vogel's Approximation Method (VAM) 262 Conceptual Questions A 265 Self Practice Problems A 265 Hints and Answers 265 9.5 Test for Optimality 266 • Dual of Transportation Model 266 • Economic Interpretation of  $u_i$ 's and  $v_i$ 's 267 • Steps of MODI Method (Transportation Algorithm) 268 • Close-Loop in Transportation Table and its Properties 269 Conceptual Questions B 278 Self Practice Problems B 278 Hints and Answers 280 Variations in Transportation Problem 280 9.6 • Unbalanced Supply and Demand 280 • Degeneracy and its Resolution 283 • Alternative Optimal Solutions 287 • Prohibited Transportation Routes 290 9.7 Maximization Transportation Problem 294 9.8 Trans-Shipment Problem 296 Conceptual Questions C 298 Self Practice Problems C 298 Hints and Answers 302 Chapter Summary 304 Chapter Concepts Quiz 304 Case Study 305 Appendix: Theorems and Results 307 Chapter 10 **Assignment Problem** 10.1 Introduction 311 10.2 Mathematical Models of Assignment Problem 311 10.3 Solution Methods of Assignment Problem 312 • Hungarian Method for Solving Assignment Problem 312 Conceptual Questions A 318 Self Practice Problems A 318 Hints and Answers 320 10.4 Variations of the Assignment Problem 320 • Multiple Optimal Solutions 320 • Maximization Case in Assignment Problem 320 • Unbalanced Assignment Problem 323 • Restrictions on Assignments 323 Conceptual Questions B 327 Self Practice Problems B 327 Hints and Answers 329

256-309

10.5 A Typical Assignment Problem 330 10.6 Travelling Salesman Problem 331 Self Practice Problems C 334 Hints and Answers 335 Chapter Summary 335 Chapter Concepts Quiz 335 Case Study 337 Appendix: Important Results and Theorems 338

#### Chapter 11 **Decision Theory and Decision Trees**

11.1 Introduction 340 11.2 Steps of Decision-Making Process 340 11.3 Types of Decision-Making Environments 341 11.4 Decision-Making Under Uncertainty 342 • Optimism (Maximax or Minimin) Criterion 342 • Pessimism (Maximin or Minimax) Criterion 342 • Equal Probabilities (Laplace) Criterion 342 • Coefficient of Optimism (Hurwicz) Criterion 343 • Regret (Savage) Criterion 343 Conceptual Questions A 346 Self Practice Problems A 346 Hints and Answers 347 11.5 Decision-Making Under Risk 347 • Expected Monetary Value (EMV) 347 • Expected Opportunity Loss (EOL) 350 • Expected Value of Perfect Information (EVPI) 351 11.6 Posterior Probabilities and Bayesian Analysis 360 Conceptual Questions B 362 Self Practice Problems B 362 Hints and Answers 364 11.7 Decision Trees Analysis 365 Decision-Making with Utilities 373 11.8 • Utility Functions 374 • Utility Curve 374 • Construction of Utility Curves 375 Self Practice Problems C 376 Hints and Answers 378 Chapter Summary 378 Chapter Concepts Quiz 379 Case Study 380 Chapter 12 Theory of Games 12.1 Introduction 383 12.2 Two-Person Zero-Sum Games 384 Pure Strategies (Minimax and Maximin Principles): Games with Saddle Point 386 12.3 • Rules to Determine Saddle Point 386 Conceptual Questions A 388 Self Practice Problems A 389

Hints and Answers 390

12.4 Mixed Strategies: Games without Saddle Point 390

12.5 The Rules (Principles) of Dominance 391

12.6 Solution Methods Games without Saddle Point 392

• Algebraic Method 392 • Arithmetic Method 400 • Matrix Method 402

• Graphical Method 403 • Linear Programming Method 408 Conceptual Questions B 411

Self Practice Problems B 412

Hints and Answers 414

Chapter Summary 415

Chapter Concepts Quiz 415

339-381

#### Xİİ Contents

417-473 Chapter 13 Project Management: PERT and CPM 13.1 Introduction 418 13.2 Basic Differences Between PERT and CPM 418 • Significance of Using PERT/CPM 418 13.3 Phases of Project Management 419 13.4 PERT/CPM Network Components and Precedence Relationships 420 • Rules for AOA Network Construction 422 • Errors and Dummies in Network 423 Conceptual Questions A 426 Self Practice Problems A 426 13.5 Critical Path Analysis 428 • Forward Pass Method (For Earliest Event Time) 428 • Backward Pass Method (For Latest Allowable Event Time) 429 • Float (Slack) of an Activity and Event 429 • Critical Path 430 Conceptual Questions B 434 Self Practice Problems B 434 Hints and Answers 437 13.6 Project Scheduling with Uncertain Activity Times 437 • Estimation of Project Completion Time 438 Conceptual Questions C 441 Self Practice Problems C 441 Hints and Answers 445 13.7 Project Time-Cost Trade-Off 445 • Project Crashing 445 • Time-Cost Trade-Off Procedure 445 Self Practice Problems D 454 Hints and Answers 457 13.8 Updating of the Project Progress 458 13.9 Resource Allocation 459 • Resource Levelling 459 • Resource Smoothing 459 Self Practice Problems E 469 Chapter Summary 470 Chapter Concepts Quiz 471 Case Study 472 Chapter 14 Deterministic Inventory Control Models 474-540 14.1 Introduction 475 14.2 The Meaning of Inventory Control 475 14.3 Functional Role of Inventory 475 14.4 Reasons for Carrying Inventory 477 14.5 Factors Involved in Inventory Problem Analysis 477 • Inventory Cost Components 479 • Demand for Inventory Items 480 • Replenishment Lead Time 480 • Planning Period 481 14.6 Inventory Model Building 481 • Steps of Inventory Model Building 481 • Replenishment Order Size Decisions and Concept of EOQ 481 • Classification of EOQ Models 481 14.7 Single Item Inventory Control Models without Shortages 482

Conceptual Questions A 491

Self Practice Problems A 492

Hints and Answers 493

14.8 Single Item Inventory Control Models with Shortages 494

Conceptual Questions B 501

Self Practice Problems B 501

Hints and Answers 501

14.9 Multi-Item Inventory Models with Constraints 502 Self Practice Problems C 507 14.10 Single Item Inventory Control Models with Quantity Discounts 507 Self Practice Problems D 511 Hints and Answers 512 14.11 Inventory Control Models with Uncertain Demand 513 • Reorder Level with Constant Demand 513 • Service Level 514 • Additional Stocks 515 14.12 Information Systems for Inventory Control 518 • The Q-System with Uncertain Demand 518 • The Q-system with Uncertain Demand and Lead Time 524 • Application of Q-System: Two-Bin System 524 • The P-System with Uncertain Demand 525 • Comparison Between Q-system and P-System 527 Conceptual Questions C 529 Self Practice Problems E 529 Hints and Answers 530 14.13 Selective Inventory Control Techniques 532 Conceptual Questions D 536 Self Practice Problems F 536 Chapter Summary 537 Chapter Concepts Quiz 537 Case Study 538

### Chapter 15 Probabilistic Inventory Control Models

15.1 Introduction 542
15.2 Instantaneous Demand Inventory Control Models without Set-Up Cost 542
Conceptual Questions A 551
Self Practice Problems A 551
Hints and Answers 552
15.3 Continuous Demand Inventory Control Models without Set-Up Cost 552
15.4 Instantaneous Demand Inventory Control Model with Set-Up Cost 556
Conceptual Questions B 557
Self Practice Problems B 557
Hints and Answers 558
Chapter Summary 558

### Chapter 16 Queuing Theory

### 16.1 Introduction 560

- 16.2 The Structure of a Queuing System 561
  - Calling Population Characteristics 561 Queuing Process 563
  - Queue Discipline 564 Service Process (or Mechanism) 564
- 16.3 Performance Measures of a Queuing System 566
  - Transient-State and Steady-State 566 Relationships among Performance Measures 567
- 16.4 Probability Distributions in Queuing Systems 568
  - Distribution of Arrivals (Pure Birth Process) 568
  - Distribution of Interarrival Times 569
  - Distribution of Departures (Pure Death Process) 569
  - Distribution of Service Times 569
- Conceptual Questions A 570
- 16.5 Classification of Queuing Models 570
- Solution of Queuing Models 570
- 16.6 Single-Server Queuing Models 571
- Conceptual Questions B 580
- Self Practice Problems A 580
- Hints and Answers 582

559-612

### Operations Research: Theory And Applications (6/e)



Publisher : Laxmi Publications ISBN : 9789385935145 Author : J K Sharma

Type the URL : http://www.kopykitab.com/product/12205

