

2:- ARRIVAL RATE:-

Arrival rate is the number of arrivals per unit of time. By dividing the number of incoming calls by the seconds, minutes or hours per day we can calculate the ARRIVAL rate as a whole.

SERVICE RATE:-

Service rate denotes the rate at which customers are being served in a system. It is the reciprocal of the service time. For example. A Super market cash desk with an average service time of 30 seconds. ~~per~~ per customer would have an average service rate of 2 per minute as a whole.

* Importance of Replacement:-

- Deterioration.
- obsolescence.
- Inadequacy.
- Working conditions.
- Economy.
- Technical factors.
- Financial factors.
- Tangible factors.
- Business.
- Formulation factors.
- Evaluation of units.
- Increase in demand.
- Perishable nature.