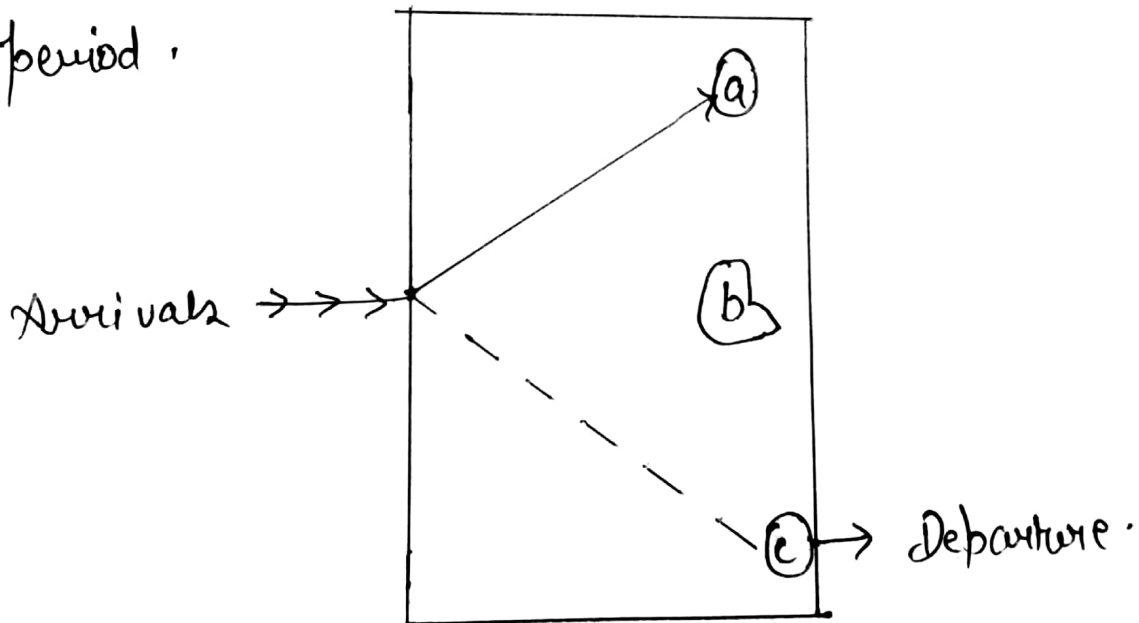


if Arrival & Service Rate  $\Rightarrow$  waiting line Models measure an arrival rate & a Service Rate.

The Arrival Rate specifies the average number of customers per time period.

Ex  $\Rightarrow$  A system may have ten customers arrive on average each hour.

The Service Rate specifies the average number of customers that can be serviced during a time period.



(ii) Importance of Replacement Problems The complete failure of an item may result in complete break down of the system which puts the organization to a heavy loss.

Thus, there is need of some replacement policy of such items to avoid the possibility of complete breakdown.

Such items may be replaced even when they are in working order.