- A process is a set of sequential steps that are required to do a particular task.
- □ A process is an instance of a program in execution.
- For e.g.: in Windows, if we edit two text files, simultaneously, in notepad, then it means we are implementing two different instances of the same program.
- For an operating system, these two instances are separate processes of the same application.

### **Process**

- □ A process needs certain resources such as:
  - CPU Time
  - Memory Files
  - □ I/O Devices

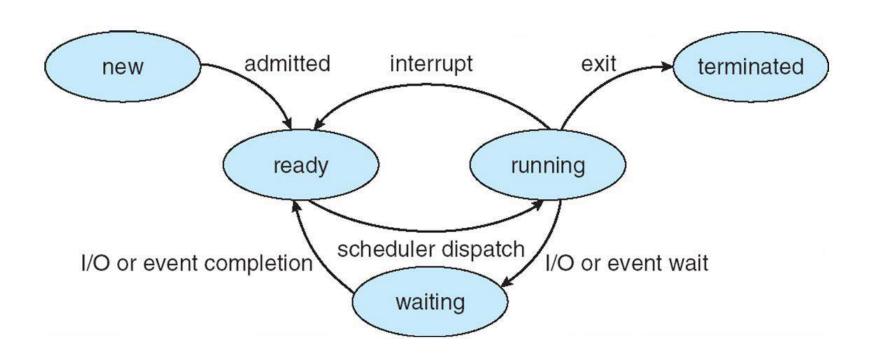
to accomplish its task.

These resources are allocated to the process either when it is created or while it is executing.

- A process goes through a series of process states for performing its task.
- As a process executes, it changes state.
- Various events can cause a process to change state.

### **Process States**

□ The various states of a process are:



#### □ New:

A process that has just been created.

#### □ Ready:

■ The process is ready to be executed.

#### Running:

■ The process whose instructions are being executed is called running process.

#### **Process States**

6

#### ■ Waiting:

■ The process is waiting for some event to occur such as completion of I/O operation.

#### □ Terminated:

- The process has finished its execution.
- Note: Only one process can be running on any processor at any instant. However, there can be many processes in ready and waiting states.

 Process Control Block (PCB) is a data structure used by operating system to store all the information about a process.

It is also known as Process Descriptor.

 When a process is created, the operating system creates a corresponding PCB. Q

 Information in a PCB is updated during the transition of process states.

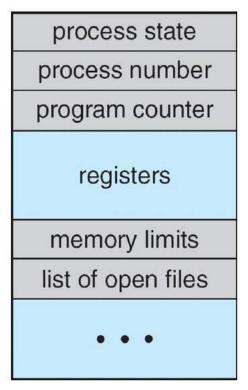
When a process terminates, its PCB is released.

Each process has a single PCB.

### **Process Control Block (PCB)**

9

The PCB of a process contains the following information:



### **Process Control Block (PCB)**

- Process Number: Each process is allocated a unique number for the purpose of identification.
- Process State: It specifies the current state of a process.
- □ Program Counter: It indicates the address of next instruction to be executed.

## **Process Control Block (PCB)**

- Registers: These hold the data or result of calculations. The content of these registers is saved so that a process can be resumed correctly later on.
- Memory Limits: It stores the amount of memory units allocated to a process.
- List of Open Files: It stores the list of open files and there access rights.

## **Process Scheduling**

- In multiprogramming, several processes are kept in main memory so that when one process is busy in I/O operation, other processes are available to CPU.
- In this way, CPU is busy in executing processes at all times.
- This method of selecting a process to be allocated to CPU is called Process Scheduling.

### **Process Scheduling**

- Process scheduling consists of the following subfunctions:
  - **Scheduling:** Selecting the process to be executed next on CPU is called scheduling.
    - In this function a process is taken out from a pool of ready processes and is assigned to CPU.
    - This task is done by a component of operating system called Scheduler.

### **Process Scheduling**

- **Dispatching:** Setting up the execution of the selected process on the CPU is called dispatching.
  - It is done by a component of operating system called Dispatcher.
  - Thus, a dispatcher is a program responsible for assigning the CPU to the process, that has been selected by the Scheduler.
- **Context Save:** Saving the status of a running process when its execution is to be suspended is known as context save.

- In multiprogramming, several processes are there in ready or waiting state.
- These processes form a queue.
- The various queues maintained by operating system are:
  - Job Queue
  - Ready Queue
  - Device Queue

#### □ Job Queue:

■ As the process enter the system, it is put into a job queue. This queue consists of all processes in the system.

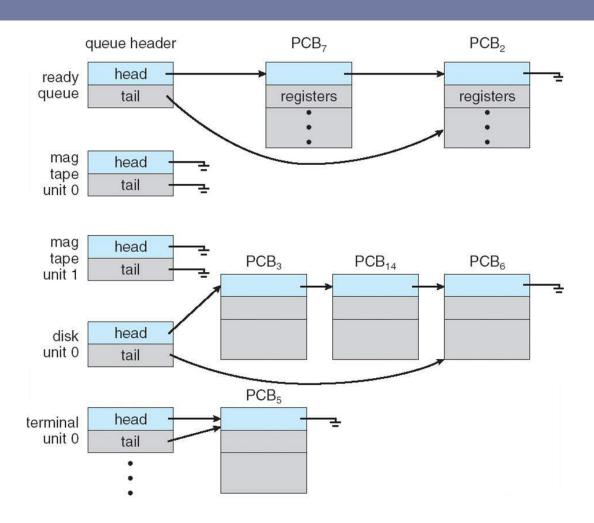
#### Ready Queue:

■ It is a doubly linked list of processes that are residing in the main memory and are ready to run.

#### □ Device Queue:

- It contains all those processes that are waiting for a particular I/O device.
- Each device has its own device queue.

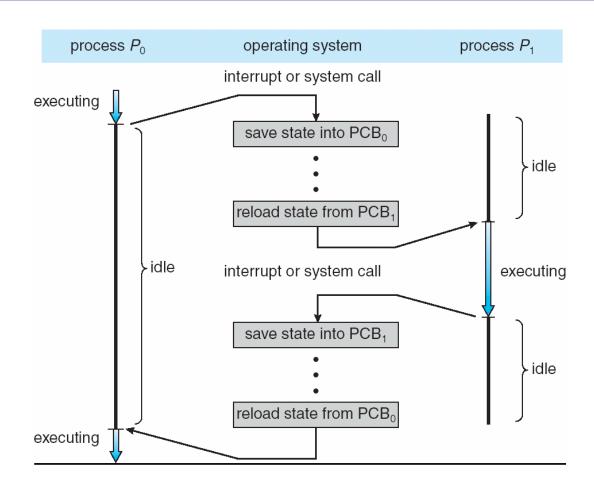
Diagram on the next slide shows the queues.



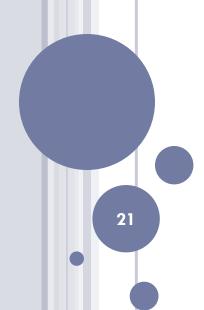
#### **Context Switch**

- Switching the CPU from one process to another process requires saving the state of old process and loading the saved state of new process.
- □ This task is known as Context Switch.
- When context switch occurs, operating system saves the context of old process in its PCB and loads the saved context of the new process.

### **Context Switch**



# Threads



### **Thread**

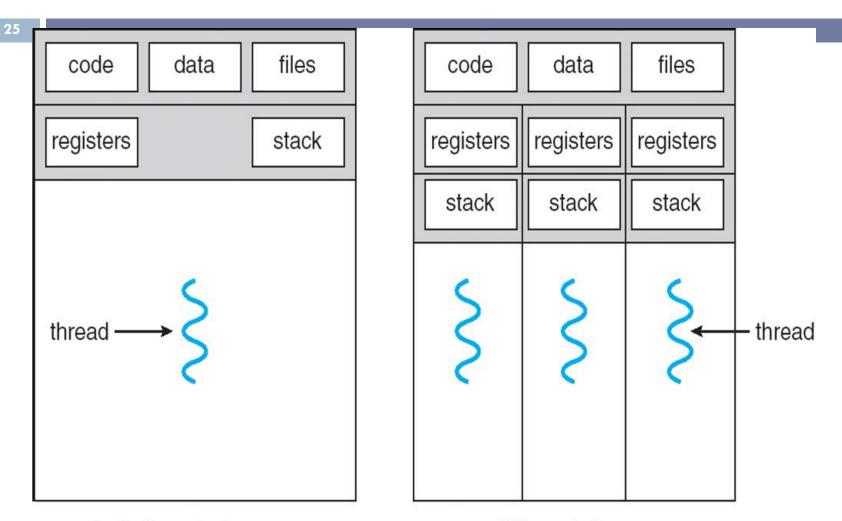
- 22
- A thread is a single sequential flow of execution of the tasks of a process.
- A thread is a lightweight process and the smallest unit of CPU utilization. Thus, a thread is like a miniprocess.
- Each thread has a thread id, program counter, register set and a stack.
- A thread undergoes different states such as new, ready, running, waiting and terminated similar to that of a process.
- □ However, a thread is not a program as it

- A process can have single thread of control or multiple threads of control.
- If a process has single thread of control, it can perform only one task at a time.
- Many modern operating systems have extended the process concept to allow a process to have multiple threads.
- Thus, allowing the process to perform multiple tasks at the same time.
- This concept is known as Multi-Threading.

#### For e.g.:

- The tasks in a web browser are divided into multiple threads.
- Downloading the images, downloading the text and displaying images and text.
- While one thread is busy in downloading the images, another thread displays it.
- The various operating systems the implement multithreading are Windows XP, Vista, 7, Server 2000 onwards, Linux etc.
- In multithreading, a thread can share its code, data and resources with other threads of same process.

## Single Thread & Multi-Thread

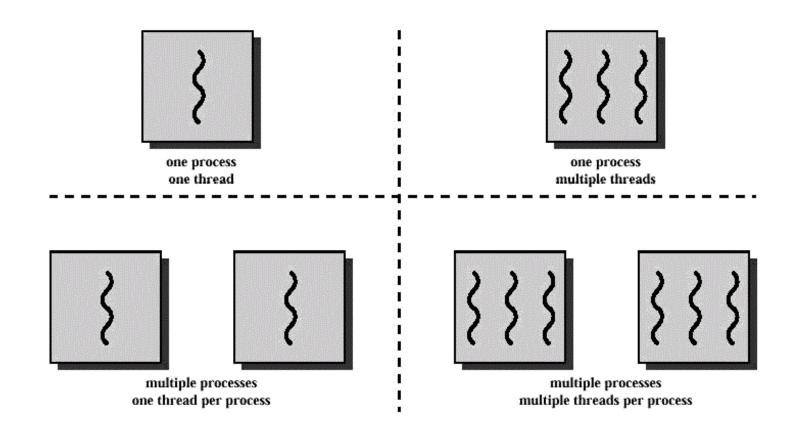


single-threaded process

multithreaded process

### **Threads & Processes**

An idea of how threads & processes can be related to each other is depicted in the fig.:



There are several similarities and differences between a thread and a process:

#### **□** Similarities:

- Like process, each thread has its own program counter and stack.
- Threads share CPU just as a process.
- Threads also run sequentially, like a process.
- Threads can create child threads.
- Threads have the same states as process: new, ready, running, waiting and terminated.

### **Threads & Processes**

#### Differences:

- Each process has its own distinct address space in the main memory. On the other hand, all threads of a same process share same address space.
- Threads require less system resources than a process.
- Threads are not independent of each other, unlike processes.
- Threads take less time for creation and termination than a process.
- It takes less time to switch between two threads than to switch between two processes.

## **Types of Threads**

29

Threads are of three types:

■ Kernel Level Threads

User Level Threads

Hybrid Threads

### **Kernel Level Threads**

30

- Threads of processes defined by operating system itself are called Kernel Level Threads.
- In these types of threads, kernel performs thread creation, scheduling and management.
- Kernel threads are used for internal workings of operating system.
- Kernel threads are slower to create and manage.
- The various operating systems that support kernel level threads are: Windows 2000, XP, Solaris 2.

- The threads of user application process are called User Level Threads.
- They are implemented in the user space of main memory.
- User level library (functions to manipulate user threads) is used for thread creation, scheduling and management without any support from the kernel.
- User level threads are fast to create and manage.

## **Hybrid Threads**

32

- In hybrid approach, both kernel level threads and user level threads are implemented.
- □ For e.g.: Solaris 2.

33

Depending on the support for user and kernel threads, there are three multithreading models:

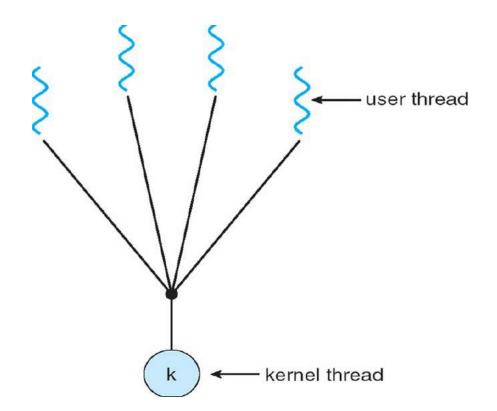
Many-to-One Model

One-to-One Model

Many-to-Many Model

## Many-to-One Model

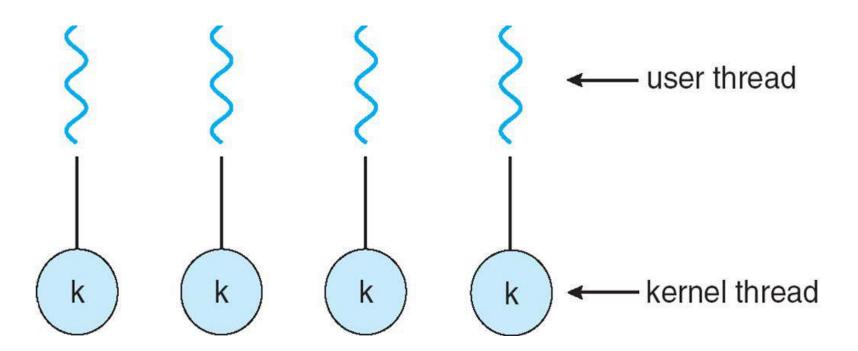
- In this model, many user level threads are mapped to one kernel level thread.
- Threads are managed in user space.



#### One-to-One Model

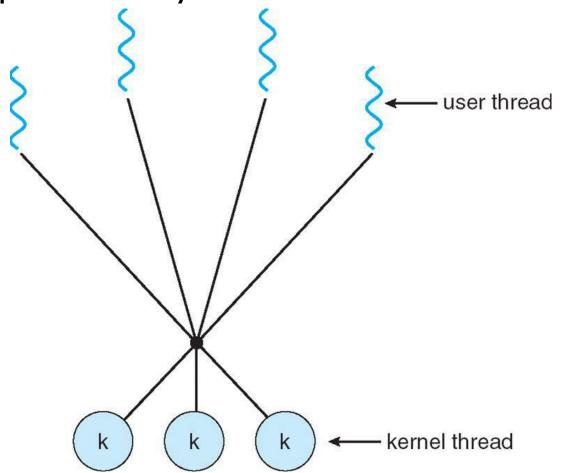
35

In this model, each user level thread is mapped to one kernel level thread.

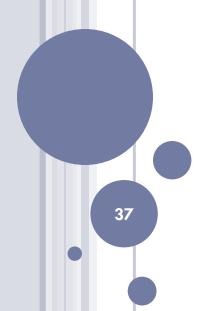


## Many-to-Many Model

In this model, many user level threads are mapped to many kernel level threads.



## Scheduling Algorithms



### Scheduling Algorithms

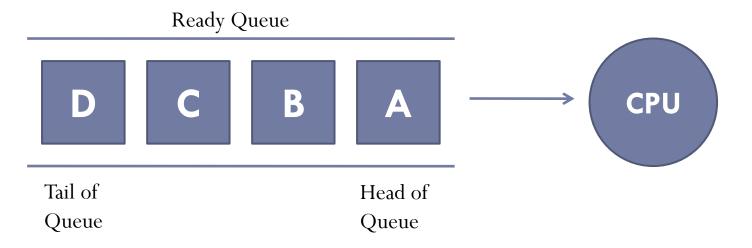
- CPU Scheduling algorithms deal with the problem of deciding which process in ready queue should be allocated to CPU.
- Following are the commonly used scheduling algorithms:

#### Scheduling Algorithms

- First-Come-First-Served (FCFS)
- Shortest Job First (SJF)
- Priority Scheduling
- Round-Robin Scheduling (RR)
- Multi-Level Queue Scheduling (MLQ)
- Multi-Level Feedback Queue Scheduling (MFQ)

# First-Come-First-Served Scheduling (FCFS)

- In this scheduling, the process that requests the CPU first, is allocated the CPU first.
- □ Thus, the name First-Come-First-Served.
- The implementation of FCFS is easily managed with a FIFO queue.



# First-Come-First-Served Scheduling (FCFS)

- When a process enters the ready queue, its PCB is linked to the tail of the queue.
- When CPU is free, it is allocated to the process which is at the head of the queue.
- FCFS scheduling algorithm is non-preemptive.
- Once the CPU is allocated to a process, that process keeps the CPU until it releases the CPU, either by terminating or by I/O request.

Consider the following set of processes that arrive at time 0 with the length of the CPU burst time in milliseconds:

Process	Burst Time (in milliseconds)	
P <sub>1</sub>	24	
$P_2$	3	
$P_3$	3	

Suppose that the processes arrive in the order: P<sub>1</sub>,

P<sub>2</sub>, P<sub>3</sub>.

• The Gantt Chart for the schedule is:



- Waiting Time for  $P_1 = 0^{24}$  milliseconds
- Waiting Time for  $P_2 = 24$  milliseconds
- Waiting Time for  $P_3 = 27$  milliseconds

24

- Suppose that the processes arrive in the order:  $P_2$ ,  $P_3$ ,  $P_1$ .
- The Gantt chart for the schedule is:



- Waiting Time for  $P_2 = 0$  milliseconds
- Waiting Time for  $P_3 = 3$  milliseconds
- Waiting Time for  $P_1 = 6$  milliseconds

 Average Waiting Time = (Total Waiting Time) / No. of Processes

$$= (0 + 3 + 6) / 3$$
  
= 9 / 3  
= 3 milliseconds

 Thus, the average waiting time depends on the order in which the processes arrive.

#### First Come, First Served Scheduling

Process	<b>Burst Time</b>	Timer
P1	5	
P2	3	0
P3	2	U



## Shortest Job First Scheduling (SJF)

- In SJF, the process with the least estimated execution time is selected from the ready queue for execution.
- It associates with each process, the length of its next
   CPU burst.
- When the CPU is available, it is assigned to the process that has the smallest next CPU burst.
- If two processes have the same length of next CPU burst, FCFS scheduling is used.
- SJF algorithm can be preemptive or nonpreemptive.

### Non-Preemptive SJF

- In non-preemptive scheduling, CPU is assigned to the process with least CPU burst time.
- The process keeps the CPU until it terminates.

#### Advantage:

 It gives minimum average waiting time for a given set of processes.

#### Disadvantage:

 It requires knowledge of how long a process will run and this information is usually not available.

#### Preemptive SJF

- In preemptive SJF, the process with the smallest estimated run-time is executed first.
- Any time a new process enters into ready queue, the scheduler compares the expected run-time of this process with the currently running process.
- If the new process's time is less, then the currently running process is preempted and the CPU is allocated to the new process.

#### Example of Non-Preemptive SJF

Consider the following set of processes that arrive at time 0 with the length of the CPU burst time in milliseconds:

Process	Burst Time (in milliseconds)
P <sub>1</sub>	6
$P_2$	8
$P_3$	7
$P_4$	3

## Example of Non-Preemptive SJF

The Gantt Chart for the schedule is:

P <sub>4</sub>	P <sub>1</sub>	P <sub>3</sub>	P <sub>2</sub>

- $\square$  Waiting Time for  $P_{\perp} = 0^{1}$  milliseconds  $^{24}$
- $\square$  Waiting Time for  $P_1 = 3$  milliseconds
- $\square$  Waiting Time for  $P_3 = 9$  milliseconds
- $\square$  Waiting Time for  $P_2 = 16$  milliseconds

P <sub>1</sub>	6
P <sub>2</sub>	8
P <sub>3</sub>	7
P <sub>4</sub>	3

#### Example of Non-Preemptive SJF

#### **Shortest Job First Scheduling**

Process	<b>Burst Time</b>	Timer
P1	5	$\equiv$
P2	3	0
P3	2	U



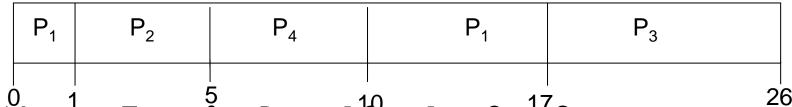
#### Example of Preemptive SJF

Consider the following set of processes. These processes arrived in the ready queue at the times given in the table:

Process	Arrival Time	Burst Time (in milliseconds)
$P_1$	0	8
$P_2$	1	4
$P_3$	2	9
$P_4$	3	5

#### **Example of Preemptive SJF**

□ The Gantt Chart for the schedule is:



- $\square$  Waiting Time for  $P_1 = 10^{10} 1 0 \stackrel{1}{=}^{7}9$
- □ Waiting Time for  $P_2 = 1 1 = 0$
- □ Waiting Time for  $P_3 = 17 2 = 15$
- □ Waiting Time for  $P_4 = 5 3 = 2$

Р	AT	ВТ
P <sub>1</sub>	0	8
$P_2$	1	4
$P_3$	2	9
$P_4$	3	5

#### Example of Preemptive SJF

Average Waiting Time = (Total Waiting Time) /
No. of Processes
= (9 + 0 + 15 + 2) / 4
= 26 / 4
= 6.5 milliseconds

#### Explanation of the Example

- $\square$  Process  $P_1$  is started at time 0, as it is the only process in the queue.
- Process P<sub>2</sub> arrives at the time 1 and its burst time is
   4 milliseconds.
- □ This burst time is less than the remaining time of process P₁ (7 milliseconds).
- $\square$  So, process P<sub>1</sub> is preempted and P<sub>2</sub> is scheduled.

#### Explanation of the Example

- $\square$  Process  $P_3$  arrives at time 2. Its burst time is 9 which is larger than remaining time of  $P_2$  (3 milliseconds).
- $\square$  So, P<sub>2</sub> is not preempted.
- □ Process  $P_4$  arrives at time 3. Its burst time is 5. Again it is larger than the remaining time of  $P_2$  (2 milliseconds).
- $\square$  So,  $P_2$  is not preempted.

#### Explanation of the Example

- □ After the termination of  $P_2$ , the process with shortest next CPU burst i.e.  $P_{\perp}$  is scheduled.
- □ After  $P_4$ , processes  $P_1$  (7 milliseconds) and then  $P_3$  (9 milliseconds) are scheduled.

- In priority scheduling, a priority is associated with all processes.
- Processes are executed in sequence according to their priority.
- CPU is allocated to the process with highest priority.
- If priority of two or more processes are equal than FCFS is used to break the tie.

 Priority scheduling can be preemptive or nonpreemptive.

#### Preemptive Priority Scheduling:

 In this, scheduler allocates the CPU to the new process if the priority of new process is higher tan the priority of the running process.

#### Non-Preemptive Priority Scheduling:

- The running process is not interrupted even if the new process has a higher priority.
- In this case, the new process will be placed at the head of the ready queue.

#### □ Problem:

- In certain situations, a low priority process can be blocked infinitely if high priority processes arrive in the ready queue frequently.
- □ This situation is known as **Starvation**.

#### Solution:

- **Aging** is a technique which gradually increases the priority of processes that are victims of starvation.
- For e.g.: Priority of process X is 10.
- There are several processes with higher priority in the ready queue.
- Processes with higher priority are inserted into ready queue frequently.
- In this situation, process X will face starvation.

#### (Cont.):

- The operating system increases priority of a process by1 in every 5 minutes.
- Thus, the process X becomes a high priority process after some time.
- And it is selected for execution by the scheduler.

### Example of Priority Scheduling

Consider the following set of processes that arrive at time 0 with the length of the CPU burst time in milliseconds. The priority of these processes is also given:

Process	Burst Time	Priority
P <sub>1</sub>	10	3
$P_2$	1	1
$P_3$	2	4
$P_4$	1	5
$P_5$	5	2

## Example of Priority Scheduling

The Gantt Chart for the schedule is:

	$P_2$	P <sub>5</sub>	P <sub>1</sub>		P <sub>3</sub>	P <sub>4</sub>
(	) 1	1	6	16	5 1	8 19

- Waiting Time for  $P_2 = 0$
- Waiting Time for  $P_5 = 1$
- Waiting Time for  $P_1 = 6$
- Waiting Time for  $P_3 = 16$
- Waiting Time for  $P_4 = 18$

P	ВТ	Pr
P <sub>1</sub>	10	3
$P_2$	1	1
$P_3$	2	4
P <sub>4</sub>	1	5
P <sub>5</sub>	5	2

## Example of Priority Scheduling

Process	Burst Time	Priority	Timer
P1	10	3	
P2	1	1	0
P3	2	4	U
P4	1	5	
P5	5	2	



## Another Example of Priority Scheduling

Processes P<sub>1</sub>, P<sub>2</sub>, P<sub>3</sub> are the processes with their arrival time, burst time and priorities listed in table below:

Process	Arrival Time	Burst Time	Priority
$P_1$	0	10	3
$P_2$	1	5	2
$P_3$	2	2	1

## Another Example of Priority

#### Scheduling

The Gantt Chart for the schedule is:

	P <sub>1</sub>	P <sub>2</sub>	P <sub>3</sub>	P <sub>2</sub>	P <sub>1</sub>
C	) 1	2	2 4	- 8	3 17

- □ Waiting Time for  $P_1 = 0 + (8 1) = 7$
- □ Waiting Time for  $P_2 = 1 + (4 2) = 3$
- $\square$  Waiting Time for  $P_3 = 2$

Р	AT	ВТ	Pr
$P_1$	0	10	თ
$P_2$	1	5	2
$P_3$	2	2	1

## Another Example of Priority Scheduling

#### Round Robin Scheduling (RR)

- In Round Robin scheduling, processes are dispatched in FIFO but are given a small amount of CPU time.
- This small amount of time is known as *Time Quantum* or *Time Slice*.
- A time quantum is generally from 10 to 100 milliseconds.

#### Round Robin Scheduling (RR)

- If a process does not complete before its time slice expires, the CPU is preempted and is given to the next process in the ready queue.
- The preempted process is then placed at the tail of the ready queue.
- If a process is completed before its time slice expires, the process itself releases the CPU.
- The scheduler then proceeds to the next process in the ready queue.

#### Round Robin Scheduling (RR)

- Round Robin scheduling is always preemptive as no process is allocated the CPU for more than one time quantum.
- If a process's CPU burst time exceeds one time quantum then that process is preempted and is put back at the tail of ready queue.
- The performance of Round Robin scheduling depends on several factors:
  - Size of Time Quantum
  - Context Switching Overhead

## Example of Round Robin Scheduling

Consider the following set of processes that arrive at time 0 with the length of the CPU burst time in milliseconds:

Process	Burst Time			
P <sub>1</sub>	10			
$P_2$	5			
$P_3$	2			

Time quantum is of 2 milliseconds.

### Example of Round Robin

#### Scheduling

The Gantt Chart for the schedule is:

	P <sub>1</sub>	P <sub>2</sub>	P <sub>3</sub>	P <sub>1</sub>	P <sub>2</sub>	P <sub>1</sub>	P <sub>2</sub>	P <sub>1</sub>	P <sub>1</sub>
(	)	2	4 (	5	3 1	0 1	2 13	3 1	5 17

• Waiting Time for  $P_1 = 0 + (6 - 2) + (10 - 8) + (13 - 12)$ 

$$= 4 + 2 + 1 = 7$$

• Waiting Time for  $P_2 = 2 + (8 - 4) + (12 - 1)$ = 2 + 4 + 2 = 8

Р	ВТ
<b>)</b> <sub>P<sub>1</sub></sub>	10
$P_2$	5
$P_3$	2

• Waiting Time for  $P_3 = 4$ 

## Example of Round Robin Scheduling

#### **Round Robin Scheduling**

Process	<b>Burst Time</b>	Timer	
P1	5		
P2	3	0	
P3	2	U	



## Multi-Level Queue Scheduling

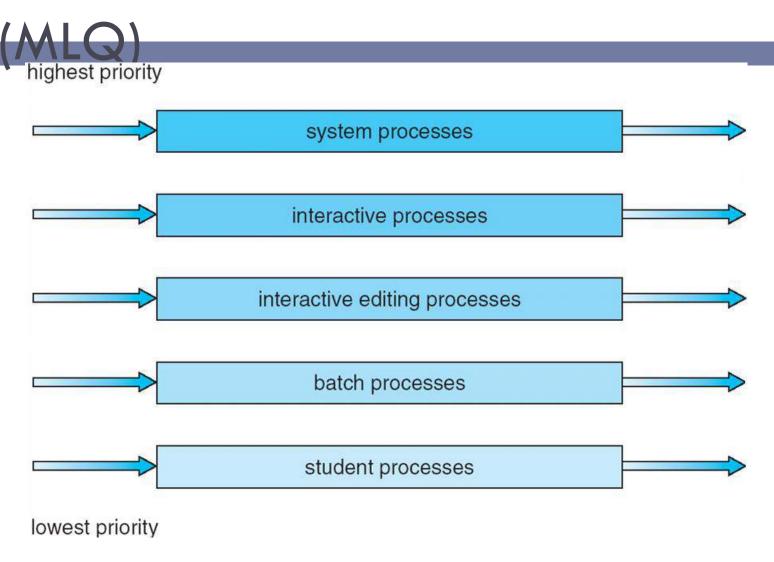
- Multi-Level Queue scheduling classifies the processes according to their types.
- For e.g.: a MLQ makes common division between the interactive processes (foreground) and the batch processes (background).
- These two processes have different response times,
   so they have different scheduling requirements.
- Also, interactive processes have higher priority than the batch processes.

### Multi-Level Queue Scheduling

### (MLQ)

- In this scheduling, ready queue is divided into various queues that are called subqueues.
- The processes are assigned to subqueues, based on some properties like memory size, priority or process type.
- Each subqueue has its own scheduling algorithm.
- □ For e.g.: interactive processes may use round robin algorithm while batch processes may use FCFS.

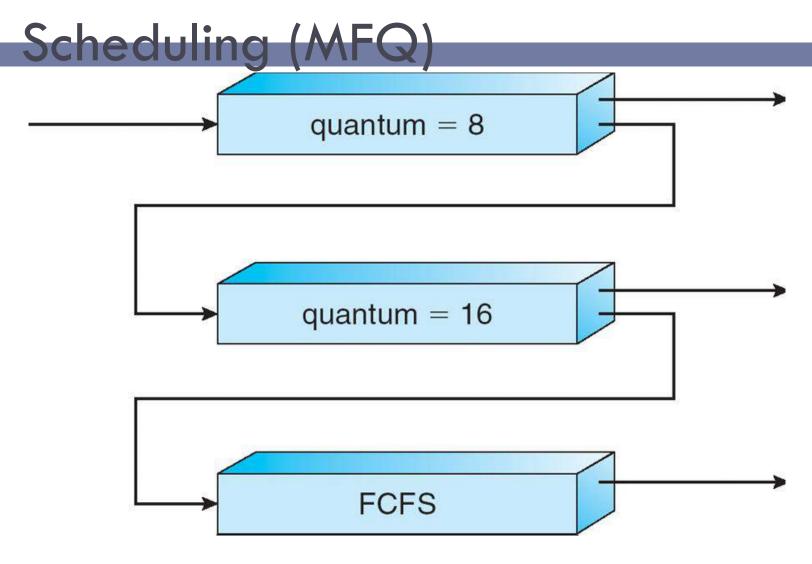
### Multi-Level Queue Scheduling



## Multi-Level Feedback Queue Scheduling (MFQ)

- Multi-Level Feedback Queue scheduling is an enhancement of MLQ.
- In this scheme, processes can move between different queues.
- The various processes are separated in different queues on the basis of their CPU burst times.
- If a process consumes a lot of CPU time, it is placed into a lower priority queue.
- If a process waits too long in a lower priority queue, it is moved into higher priority queue.
- Such an aging prevents starvation.

### Multi-Level Feedback Queue



## Multi-Level Feedback Queue Scheduling (MFQ)

- The top priority queue is given smallest CPU time quantum.
- If the quantum expires before the process terminates, it is then placed at the back of the next lower queue.
- Again, if it does not complete, it is put to the last priority queue.
- The processes in this queue runs on FCFS scheduling.
- If a process becomes a victim of starvation, it is promoted to the next higher priority queue.

#### **CPU Scheduling**

- **Scheduling** refers to selecting a process, from many ready processes, that is to be next executed on CPU.
- In multiprogramming environment, multiple processes are kept in main memory.
- When one process has to wait for I/O completion, operating system takes the CPU from that process and assigns it to another process.
- In this way, CPU is never idle and has some process

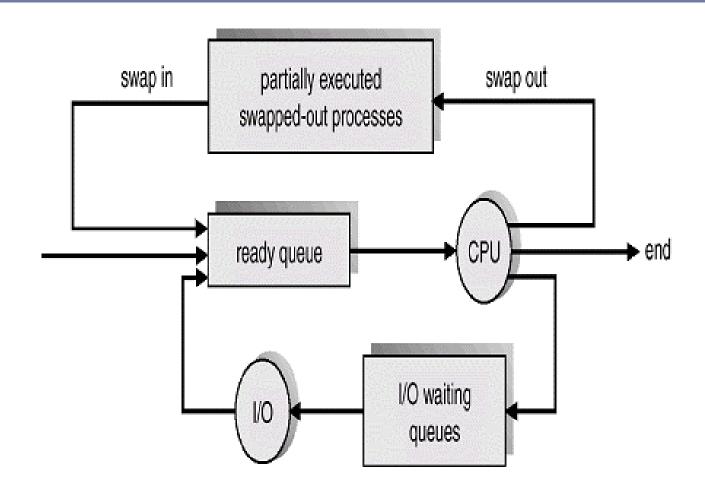
#### Scheduler

- Scheduler is an operating system module that selects the next job or process to be assigned to CPU.
- Thus, scheduler selects one of the many processes in memory that are ready to execute and allocates
   CPU to it.

□ Scheduler is of three types:

Long Term Scheduler Medium Term Scheduler • Short Term Scheduler

#### Scheduler



#### Long Term Scheduler

- Long Term Scheduler selects the processes from secondary storage and loads them into memory for execution.
- It is called "long term" because the time for which the scheduling is valid is long.
- The frequency of execution of a long term scheduler is usually low, as there may be minutes between the creation of new processes in the system.

#### Long Term Scheduler

- The primary objective of long term scheduler is to control the "degree of multiprogramming".
- Degree of multiprogramming refers to the total number of processes present in the memory.
- If the degree of multiprogramming is stable, then the average rate of process creation is equal to the average terminate rate.

#### Long Term Scheduler

- This scheduler shows the best performance by selecting the good mixture of I/O bound and CPU bound processes.
- I/O bound processes are those that spend most of their time in I/O.
- CPU bound processes are those that spend most of their time in computations.

#### Medium Term Scheduler

- The medium term scheduler is required at the time when a swapped-out process is to be brought into pool of ready processes.
- A running process may be suspended because of I/O request.
- Such a suspended process is then removed from main memory and stored in secondary memory.

#### Medium Term Scheduler

- This is done because there is a limit on the number of active processes that can reside in main memory.
- Therefore, a suspended process is swapped-out from main memory.
- At some later time, the process can be swapped-in into the main memory.
- All versions of Windows use swapping.

#### **Short Term Scheduler**

- Short term scheduler selects one process from many ready processes that are residing in main memory and allocates CPU to one of them.
- Thus, it handles the scheduling of the processes that are in ready state.
- Short term scheduler is also known as CPU
   Scheduler.

#### **Short Term Scheduler**

- As compared to long term scheduler, a short term scheduler has to work very often.
- The frequency of execution of short term scheduler is high.
- It must select a new process for CPU frequently.

A scheduling algorithm can be:

 Preemptive Scheduling Non-Preemptive Scheduling

Scheduling

#### Non-Preemptive Scheduling

- A scheduling is non-preemptive if, once a process has been given the CPU, the CPU cannot be taken away from the process.
- In other words, in non-preemptive scheduling, once the CPU has been allocated to a process, the process keeps the CPU until it releases the CPU either by terminating or by entering the waiting state.

### **Preemptive Scheduling**

- A scheduling is preemptive if the CPU can be taken away from a process after being allocated.
- In other words, even if the CPU has been allocated to a certain process, it can be snatched from the process any time either due to time constraint or due to priority reason.

- Dispatcher is a program responsible for assigning the CPU to the process, which has been selected by the short term scheduler.
- Dispatching a process involves context switching.

- The goal of a scheduling algorithm is to identify the process whose selection will result in the best possible system performance.
- The various scheduling criteria for evaluating an algorithm are discussed next.

#### CPU Utilization:

- CPU utilization is the average fraction of time during which the processor is busy.
- The level of CPU utilization depends on the load on the system.
- □ CPU utilization may range from 0 to 100%.

#### □ Throughput:

- It refers to the number of processes the system can execute in a period of time.
- For long processes, this rate may be 1 process per hour.
- For short processes, throughput may be 10 processes per second.
- Thus, evaluation of throughput depends on the average length of a process.

#### Turnaround Time:

- This is the interval of time between the submission of a process and its completion.
- Thus, turnaround time is an average period of time it takes a process to execute.
- Turnaround time includes actual execution time plus time spent waiting for resources and doing I/O.

#### ■ Waiting Time:

- It is the average period of time a process spends waiting.
- Waiting time can be expressed as

$$W(x) = T(x) - x$$

- $\square$  where, W(x) is the waiting time
- $\Box T(x)$  is the turnaround time
- x is the actual execution time.

## Scheduling Algorithm Optimization Criteria

- The optimization criteria is:
  - Max. CPU Utilization
  - Max. Throughput
  - Min. Turnaround Time
  - Min. Waiting Time
  - Min. Response Time

# Thank You Have a Nice Day