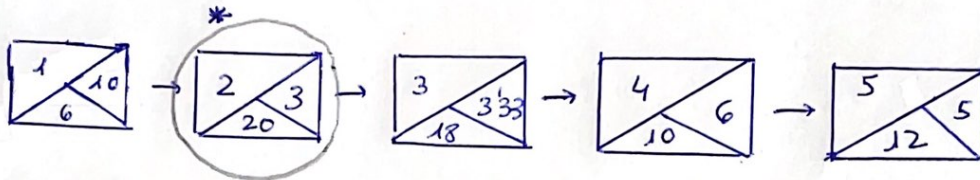


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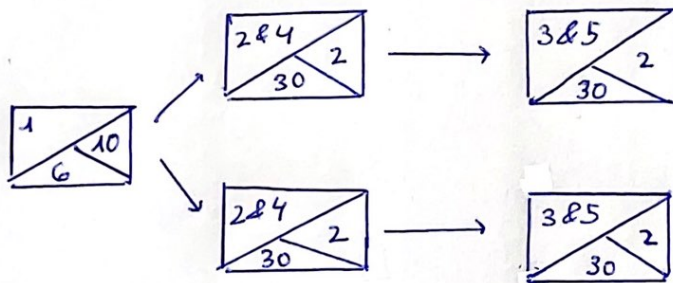
Process Flow Practice

a)



The bottleneck activity is activity 2, and the maximum number of patients who can be seen per hour is 3.

b) We can group activities 3 and 5, and activities 2 and 4.



If we do this relocation, our capacity improves from 3 to 4 patients per hour.