**Report Summary.**

**Objective.**

To simulate and analyze the checkout process in an e-commerce store to determine the average time customers spend in the system and the percentage of time the cashier is idle.

**Simulation Setup.**

An Excel model was created with random inter arrival and service times. Performance metrics were calculated using 20 customers simulated over 3 hours. Data Table was used to generate 50 replications for accuracy.

**Results.**

Average Customer Time in System (SM). XX minutes (from the simulation).

Percentage of Idle Time (1-ρ): XX% (from the simulation).

**Conclusion.**

The simulation provided insights into customer wait times and cashier idle times, helping to improve store efficiency.

**Submission URLs/Links**

GitHub Repository: [Link to Repository]

YouTube Video: [Link to YouTube Video]