

① I have the interarrival time, counter times and checkout times at the right side of the excel sheet and I compute the cumulative probability to estimate the respective times.

Then, I compute the arrival time from the inter-arrival time.

Time service begins for the current customer is the max of time service end of the previous customer and the arrival time of the current customer.

Time waiting in queue is the difference between the time service starts and the arrival time.

Time counter service ends is the time taken by

the counter service summed with the "time" -  
counter service starts.

Time checkout service begins for the current  
customer is the max of the time counter service  
ended and the time the checkout service ended  
for the previous customer.

Time waiting in the checkout queue is the  
difference between the time counter service ended  
and the time checkout service started.

Time checkout service ends is the same  
as counter service's formula.

Flags for customer waiting in the checkout  
and counter queue is obtained.  
..... at all is

Flag if the customer waits are also obtained from the above two flags along with the idle time of each servers.  
 (zero if difference is negative)

$$\textcircled{a} \textcircled{i} P(\text{Customer waits at counter queue}) = \text{average}(\text{flag of counter queue})$$

$$\textcircled{ii} \text{Avg. waiting at counter} = \text{average}(\text{counter queue time})$$

\textcircled{b} Same as \textcircled{a} but for checkout.

$$\textcircled{c} P(\text{Customer waits at all}) = \text{avg}(\text{flag of customer waits at all})$$

$$\textcircled{d} \text{Fraction of time server is idle} = \frac{\text{sum(idle time)}}{\text{time checkout service ends}}$$

\textcircled{4} g consider morning time from 1-241  
 and afternoon time from 242-541

I check the time service ~~error~~ of the previous customer to check what time distribution to choose for the current customer.

If the arrival time is more than 5h,  
I would output N/A for the other columns.

I also include another set of inter-arrival and arrival time without N/A to compute the number of customers who came that day.

④ Probability customer waits in line is obtained using average if () where I  
.....

check the arrival time is  $\leq 541$  ans.  
g average the flag for queue.

Average waiting time is computed in the same way but averaging over queue time.

⑥ g use the same averageif() but check with flag for queue to check and compute the average waiting time only if the customer had to wait.

⑦ Same averageif() as ⑥ but average over time customer spent in the system.

⑧ g use sumif() to sum the time idle over the valid arrival range and divide it by 541.

Answer :-

④ If we use the formula I found online that outputs the last customer in the valid range and in my older version of MS Excel, I had to use  $CTRL + SHIFT + ENTER$  to enter it as an array.

⑤ The question is tricky, I can take any big value of " $x$ " and " $y$ " can be zero and I can have a maximum value that can vary. Basically " $x$ " is not bounded.

But, I will assume that " $x$ " is bounded and I will solve the equation to get its range.

The range is -2.414 and 1.618.

So, I compute a random value of "x" in that range and get  $\max(1-2x-x^2, 1+x-x^2)$  and obtain the max of that and zero to get "y". I can choose to multiply this with a random number  $\sim [0,1]$  but it would not matter and I checked it as well.

I compute  $Z = x^2 + (y-1)^3$  and find the  $\max(Z)$ .

⑥ I compute a random number for  $x$ . Use "x" as  $\sqrt{1-x^2}$  and multiply that with a random number to get the range of the limits of "y".

To get the range of "z", if we  $1-x^2-y^2$  and multiply that with a random number  $\sim [0,1]$ .

I compute the function value by computing  
the function and multiplying with  $(1-x^2-y^2)$   
The integral is the average of all the  
function values.

③ I use python and numpy to solve  
this as it was tricky for me in excel.  
I create numpy arrays of all the  
distributions and declare all the required  
variables.

I run a while loop to check  
if the simulation time has been exceeded  
or not.

ii. number of calls at the

g increase the  
heater is called.

We check if the coil fail or not.

If so, we increment the number of  
replacement and compare the replacement time  
from the distribution.

We add that to the current time.  
If it did not fail, we compare the  
run time from the distribution and add  
that to the current time.

Then we compare the between call  
time, whether it fail or not, and add  
that to the current time.

The loop continues till the current time

exceed the simulation time and the results are printed.

② For each simulation, I generate a random number and its lifetime for every machine (its component) and use another column to sort it. We sort it because we fix the first machine that breaks and the next machine that breaks would join the queue.

We compute the time it takes to repair and add it to the time repair starts to get the time repair ends.

We also compute the time the machine has been idle and if came all the way to the component number to

the left of "T" compute the fraction of the time the machine has been idle by dividing the idle time of each machine with the five repairs end for the last machine and we multiply it by hundred to get the percentage.

- @ Total time of simulation =  $\text{avg}(\text{time last repair end of every simulation})$
- (b) I did not compute this but I would find how many repair took place before five days and find its average.
- (c) Avg. time a component is used =  $\text{avg}(\text{lifetimes})$   
You find the above average for all 10 simulations and average that as well.
- (d) Average % of time the machine is idle described in the explanation.

- is found as ~~an~~<sup>the</sup> -