Atencion en Ventanilla

Replications: 1   Time Units: Minutes

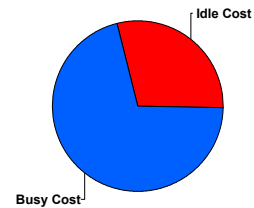# Key Performance Indicators

All Entities   Average

Non-Value Added Cost	0
Other Cost	0
Transfer Cost	0
Value Added Cost	305
Wait Cost	0
Total Cost	305

VA Cost
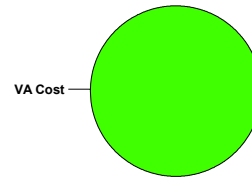
All Resources   Average

Busy Cost	305 *
Idle Cost	126
Usage Cost	0
Total Cost	431

Idle Cost

Busy Cost

* these costs are included in Entity Costs above.

System   Average

Total Cost	431
Number Out	287

Atencion en Ventanilla

Replications: 1   Time Units: Minutes

Entity

Time

VA Time

	Average	Half Width	Minimum Value	Maximum Value
Cliente	5.3771	(Insufficient)	3.1770	7.8243
Usuario	5.2007	(Insufficient)	3.1867	7.3862

NVA Time

	Average	Half Width	Minimum Value	Maximum Value
Cliente	0.00	(Insufficient)	0.00	0.00
Usuario	0.00	(Insufficient)	0.00	0.00

Wait Time

	Average	Half Width	Minimum Value	Maximum Value
Cliente	0.4667	(Insufficient)	0.00	5.0837
Usuario	4.3487	(Insufficient)	0.00	16.2331

Transfer Time

	Average	Half Width	Minimum Value	Maximum Value
Cliente	0.00	(Insufficient)	0.00	0.00
Usuario	0.00	(Insufficient)	0.00	0.00

Other Time

	Average	Half Width	Minimum Value	Maximum Value
Cliente	0.00	(Insufficient)	0.00	0.00
Usuario	0.00	(Insufficient)	0.00	0.00

Total Time

	Average	Half Width	Minimum Value	Maximum Value
Cliente	5.8438	(Insufficient)	3.5691	11.3963
Usuario	9.5494	(Insufficient)	3.2959	21.5272

Cost

VA Cost

	Average	Half Width	Minimum Value	Maximum Value
Cliente	1.0754	(Insufficient)	0.6354	1.5649
Usuario	1.0401	(Insufficient)	0.6373	1.4772

NVA Cost

	Average	Half Width	Minimum Value	Maximum Value
Cliente	0.00	(Insufficient)	0.00	0.00
Usuario	0.00	(Insufficient)	0.00	0.00

Atencion en Ventanilla

Replications: 1   Time Units: Minutes

Entity

Cost

Wait Cost

	Average	Half Width	Minimum Value	Maximum Value
Cliente	0.00	(Insufficient)	0.00	0.00
Usuario	0.00	(Insufficient)	0.00	0.00

Other Cost

	Average	Half Width	Minimum Value	Maximum Value
Cliente	0.00	(Insufficient)	0.00	0.00
Usuario	0.00	(Insufficient)	0.00	0.00

Transfer Cost

	Average	Half Width	Minimum Value	Maximum Value
Cliente	0.00	(Insufficient)	0.00	0.00
Usuario	0.00	(Insufficient)	0.00	0.00

Total Cost

	Average	Half Width	Minimum Value	Maximum Value
Cliente	1.0754	(Insufficient)	0.6354	1.5649
Usuario	1.0401	(Insufficient)	0.6373	1.4772

Other

Number In

	Value
Cliente	177.00
Persona	293.00
Usuario	116.00

Atencion en Ventanilla

Replications: 1   Time Units: Minutes

Entity

Other

Number Out

	Value
Cliente	175.00
Persona	293.00
Usuario	112.00

WIP

	Average	Half Width	Minimum Value	Maximum Value
Cliente	1.4264	0.133646277	0.00	4.0000
Persona	0.00	(Insufficient)	0.00	1.0000
Usuario	1.5544	(Insufficient)	0.00	5.0000

Atencion en Ventanilla

Replications: 1   Time Units: Minutes

Process

Time per Entity

VA Time Per Entity	Average	Half Width	Minimum Value	Maximum Value
Atencion Ventanilla Cliente	5.3771	(Insufficient)	3.1770	7.8243
Atencion Ventanilla Usuario	5.2007	(Insufficient)	3.1867	7.3862

Wait Time Per Entity	Average	Half Width	Minimum Value	Maximum Value
Atencion Ventanilla Cliente	0.4667	(Insufficient)	0.00	5.0837
Atencion Ventanilla Usuario	4.3487	(Insufficient)	0.00	16.2331

Total Time Per Entity	Average	Half Width	Minimum Value	Maximum Value
Atencion Ventanilla Cliente	5.8438	(Insufficient)	3.5691	11.3963
Atencion Ventanilla Usuario	9.5494	(Insufficient)	3.2959	21.5272

Accumulated Time

Accum VA Time	Value
Atencion Ventanilla Cliente	940.99
Atencion Ventanilla Usuario	582.48

■ Atencion Ventanilla Cliente
■ Atencion Ventanilla Usuario
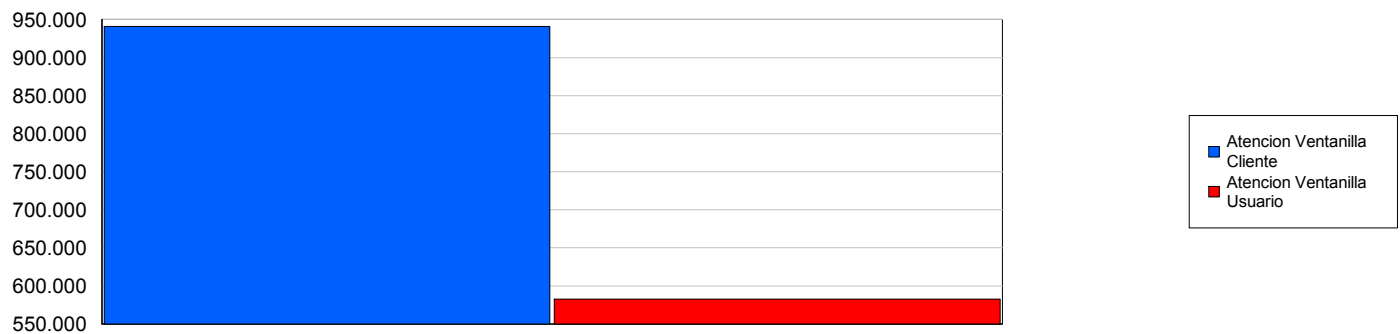
Atencion en Ventanilla

Replications: 1   Time Units: Minutes

Process
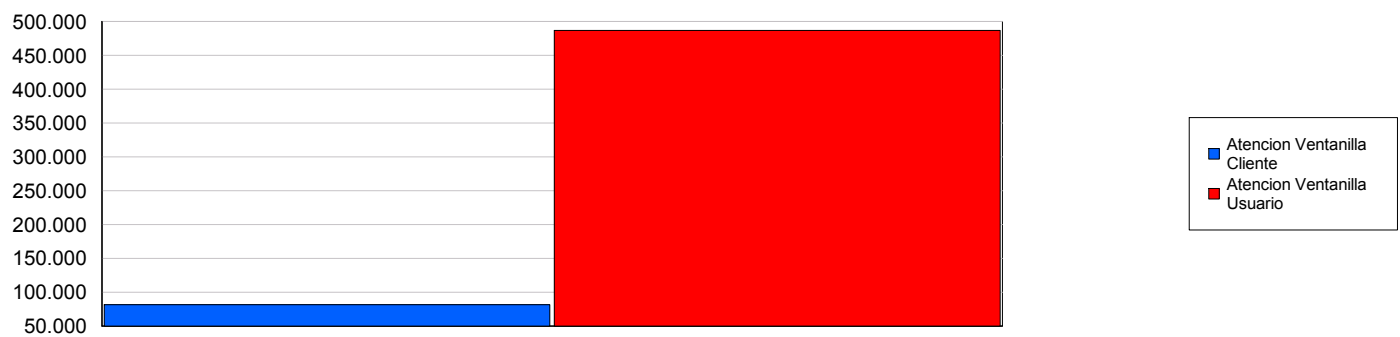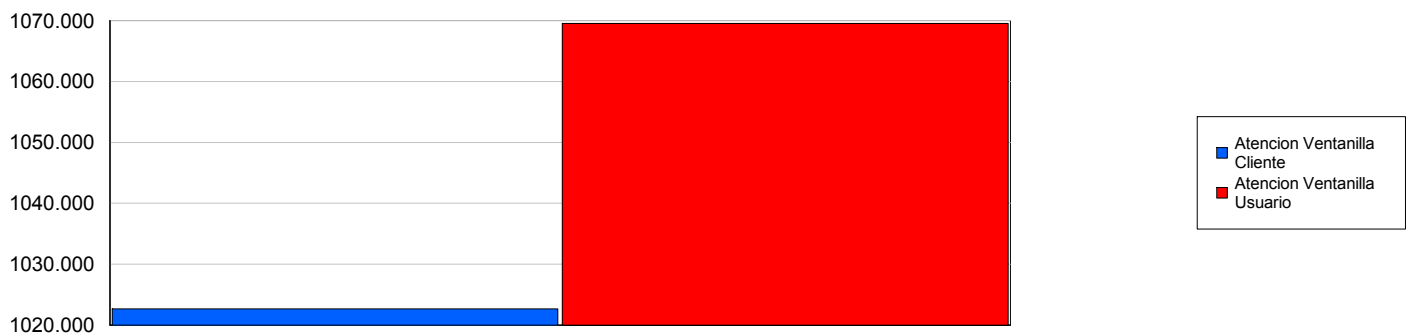
Accumulated Time

Accum Wait Time

	Value
Atencion Ventanilla Cliente	81.6734
Atencion Ventanilla Usuario	487.05

Total Accum Time

	Value
Atencion Ventanilla Cliente	1022.66
Atencion Ventanilla Usuario	1069.54

Cost per Entity

VA Cost Per Entity

	Average	Half Width	Minimum Value	Maximum Value
Atencion Ventanilla Cliente	1.0754	(Insufficient)	0.6354	1.5649
Atencion Ventanilla Usuario	1.0401	(Insufficient)	0.6373	1.4772

Atencion en Ventanilla
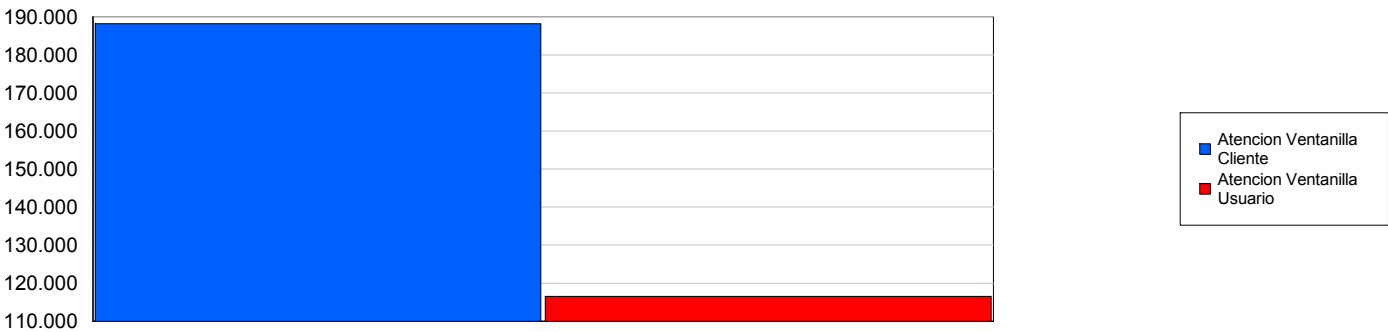
Replications: 1   Time Units: Minutes

Process

Cost per Entity

Wait Cost Per Entity

	Average	Half Width	Minimum Value	Maximum Value
Atencion Ventanilla Cliente	0.00	(Insufficient)	0.00	0.00
Atencion Ventanilla Usuario	0.00	(Insufficient)	0.00	0.00

Total Cost Per Entity

	Average	Half Width	Minimum Value	Maximum Value
Atencion Ventanilla Cliente	1.0754	(Insufficient)	0.6354	1.5649
Atencion Ventanilla Usuario	1.0401	(Insufficient)	0.6373	1.4772

Accumulated Cost

Accum VA Cost

	Value
Atencion Ventanilla Cliente	188.20
Atencion Ventanilla Usuario	116.50

Accum Wait Cost

	Value
Atencion Ventanilla Cliente	0.00
Atencion Ventanilla Usuario	0.00

Atencion en Ventanilla

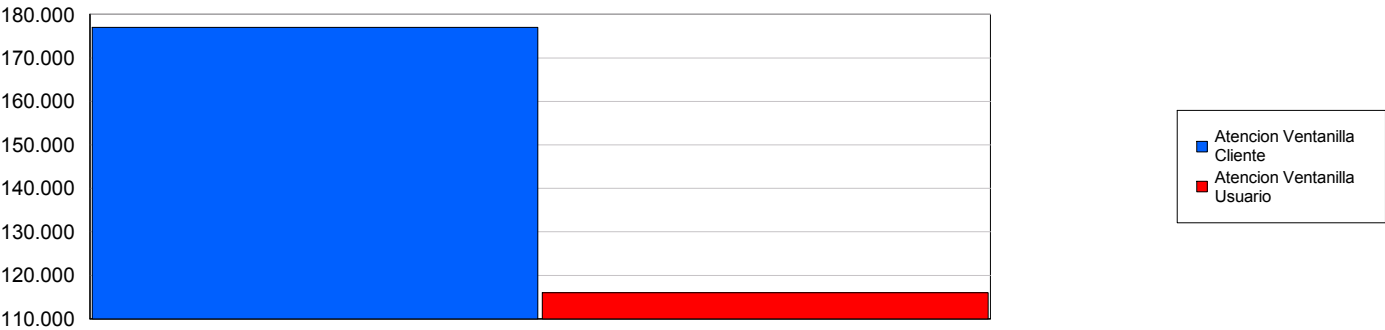Replications: 1   Time Units: Minutes

Process

Accumulated Cost

Total Accum Cost

	Value
Atencion Ventanilla Cliente	188.20
Atencion Ventanilla Usuario	116.50
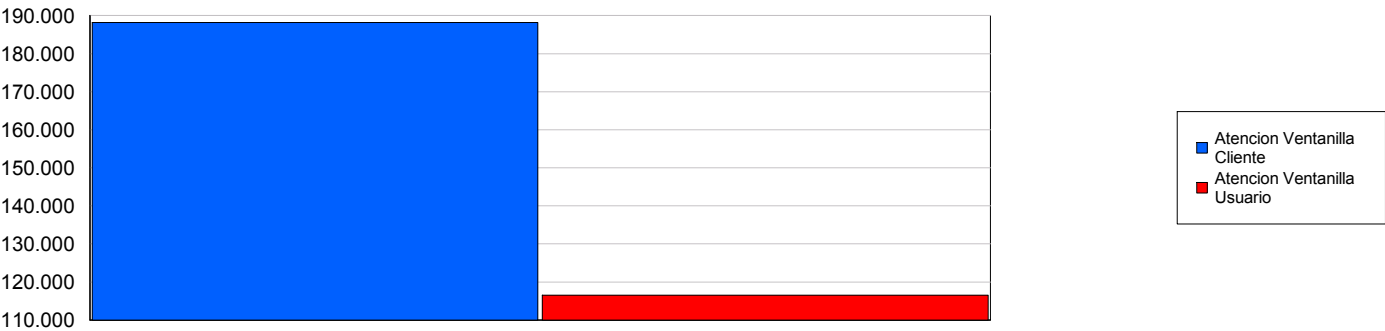
Other

Number In

	Value
Atencion Ventanilla Cliente	177.00
Atencion Ventanilla Usuario	116.00

Number Out

	Value
Atencion Ventanilla Cliente	175.00
Atencion Ventanilla Usuario	112.00

Atencion en Ventanilla

Replications: 1   Time Units: Minutes

Queue

Time

Waiting Time	Average	Half Width	Minimum Value	Maximum Value
Atencion Ventanilla Cliente.Queue	0.4614	(Insufficient)	0.00	5.0837
Atencion Ventanilla Usuario.Queue	4.4591	(Insufficient)	0.00	16.8246

Cost

Waiting Cost	Average	Half Width	Minimum Value	Maximum Value
Atencion Ventanilla Cliente.Queue	0.00	(Insufficient)	0.00	0.00
Atencion Ventanilla Usuario.Queue	0.00	(Insufficient)	0.00	0.00

Other

| Number Waiting	Average	Half Width	Minimum Value	Maximum Value
Atencion Ventanilla Cliente.Queue	0.1134	(Insufficient)	0.00	2.0000
Atencion Ventanilla Usuario.Queue	0.7430	(Insufficient)	0.00	4.0000

Atencion en Ventanilla

Replications: 1 Time Units: Minutes

Resource

Usage

Instantaneous Utilization

	Average	Half Width	Minimum Value	Maximum Value
Cajero Ventanilla Cliente	0.6565	(Insufficient)	0.00	1.0000
Cajero Ventanilla Usuario	0.8115	(Insufficient)	0.00	1.0000

Number Busy

	Average	Half Width	Minimum Value	Maximum Value
Cajero Ventanilla Cliente	1.3129	(Insufficient)	0.00	2.0000
Cajero Ventanilla Usuario	0.8115	(Insufficient)	0.00	1.0000

Number Scheduled

	Average	Half Width	Minimum Value	Maximum Value
Cajero Ventanilla Cliente	2.0000	(Insufficient)	2.0000	2.0000
Cajero Ventanilla Usuario	1.0000	(Insufficient)	1.0000	1.0000

Scheduled Utilization

	Value
Cajero Ventanilla Cliente	0.6565
Cajero Ventanilla Usuario	0.8115
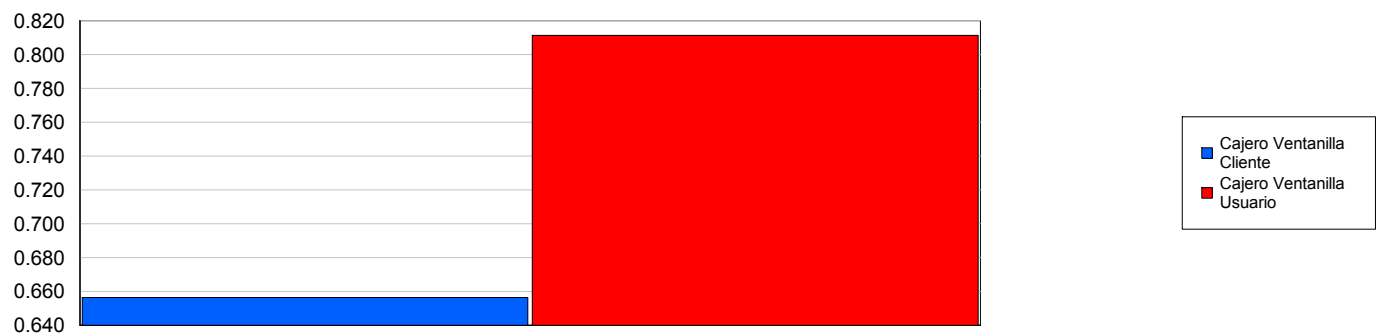
Atencion en Ventanilla

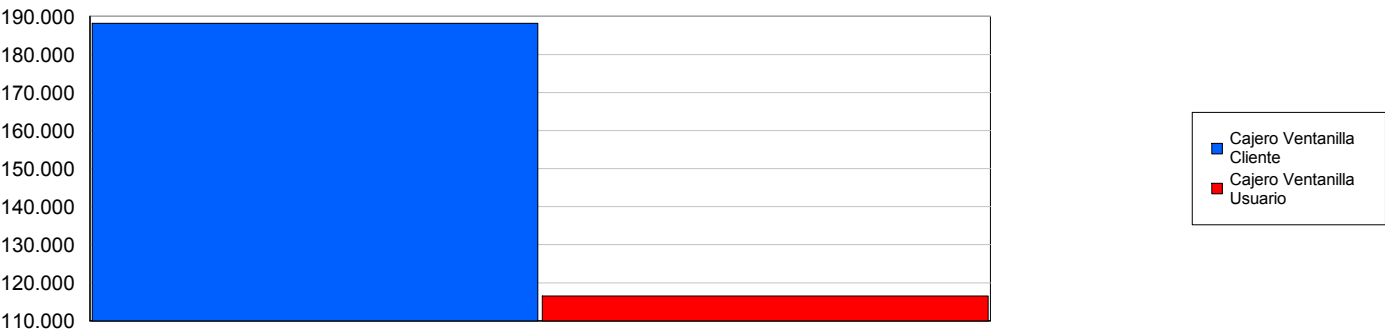Replications: 1   Time Units: Minutes

Resource

Usage

Total Number Seized

	Value
Cajero Ventanilla Cliente	177.00
Cajero Ventanilla Usuario	113.00
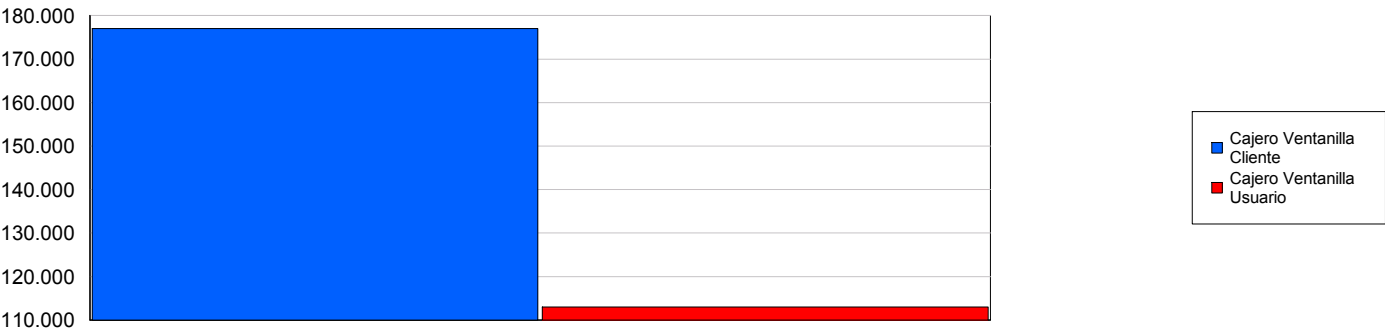
Cost

Busy Cost

	Value
Cajero Ventanilla Cliente	188.20
Cajero Ventanilla Usuario	116.50

Atencion en Ventanilla

Replications: 1   Time Units: Minutes

Resource

Cost

Idle Cost

	Value
Cajero Ventanilla Cliente	98.9373
Cajero Ventanilla Usuario	27.1495
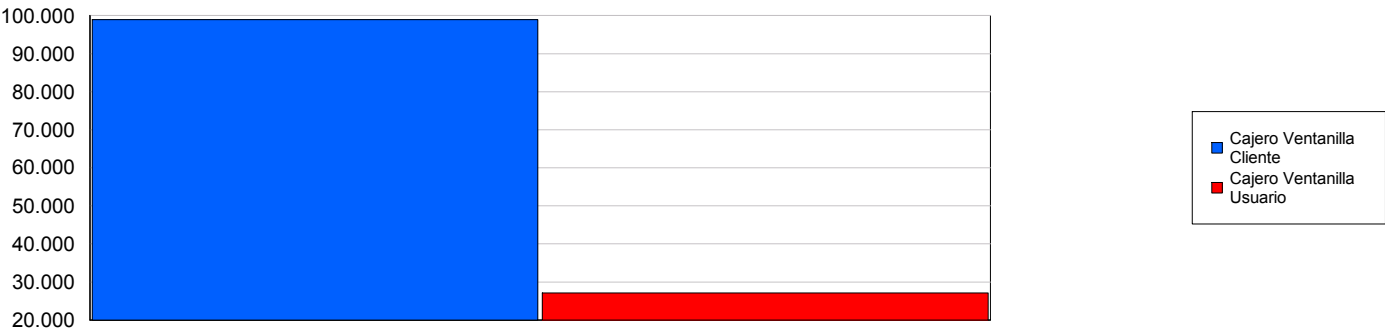
Usage Cost

	Value
Cajero Ventanilla Cliente	0.00
Cajero Ventanilla Usuario	0.00

Atencion en Ventanilla

Replications: 1   Time Units: Minutes

User Specified

Tally

Between	Average	Half Width	Minimum Value	Maximum Value
Tiempo Entre Llegada Cliente	4.0873	(Insufficient)	1.1313	11.8020
Tiempo Entre Llegada Usuario	6.1687	(Insufficient)	1.2201	30.1930

Counter

Count	Value
Deposito	146.00
Pago	65.0000
Retiro	82.0000