95. Use $\texttt{normalcdf}\left(E-99,1.1,1,\frac{1}{\sqrt{70}}\right)$ = 0.7986. This means that there is an 80% chance that the service time will be less than 1.1 hours. It could be wise to schedule more time since there is an associated 20% chance that the maintenance time will be greater than 1.1 hours.

97. We assume that the weights of coins are normally distributed in the population. Since we have $\texttt{normalcdf}\left(5.111,5.291,5.201,\frac{0.065}{\sqrt{280}}\right) \approx 0.8338$, we expect (1 – 0.8338)280 ≈ 47 coins to be rejected.