# Report on queueing

## Problem

The problem I am faced with is to analyse and compare the possible benefits of investing in new equipment or more staff at a bank, to reduce the average time that a customer will queue for.

*Briefly describe the problem you are investigating. What do you expect to see?*

***Report marking criteria – is the problem stated clearly and concisely?***

## Method

The method taken to investigate this problem is simulation. I am using an algorithm that simulates a queue in the bank and modifying the parameter

*Summarize the method you are using to investigate the problem.*

***Report marking criteria – is the method stated with sufficient detail to allow someone else to replicate the results?***

## Assumptions

*What assumptions have you made that may affect the results? For example, how does the algorithm handle customers still queueing at closing time.*

***Report marking criteria – are the key assumptions listed?***

## Results

*Show the results of your simulations – ideally use one or two figures that allow easy comparison. Explain what the results show.*

***Report marking criteria – are the results clear and well-presented? Are appropriate figures used? Are figures labelled and titled?***

## Conclusions

*Briefly summarize your progress towards solving the problem, highlight any limitations and potential future extensions.*

***Report marking criteria – are the conclusions clearly stated and supported by the results? Is there awareness of the limitations and future work needed?***

***Code quality criteria – Is the code elegant and well-written? Are appropriate functions defined? Is the code simplified by the use of built-in language features where appropriate? Is the code readable and easy to follow?***

***Achievement marking criteria – to what extent does the report address both questions posed?***