The current state of Osric Company presents a variety of services that determine the efficiency of

Osric has

Priority System:

For the priority sysyem, Osric’s company assigns each customer a given five-digit number. The five digit number is then assigned to a priority based on the severity of the call. There are four priorities, 4 being the highest, 1 being the lowest. The priority is as followed: Priority 4 is assigned to a company that is hired by Osric to decorate the executives office; priority 3 is assigned for companies who have had three or more service calls; priority 2 is assigned for companies who have had one to two service calls, and priority 1 is given who are a first time caller. When a customer calls the assistant, and the customer their customer number nor is their name in the system, the assistant automatically assumes the caller is a first time customer and is assigned to priority 1.

Osric’s company currently has 9 shifts that range toward 8 hours each throughout the day. Seven technicians work during the day whereas two work during night. At 8 a.m every morning, each technian is assigned a company that is on the waiting list and are given a four hour block to complete their assignment. When the four hour block is completed in their appropriate time, the technician returns back to their office. However, when a job takes longer than four hours, the same technician assigned the job is given another four hours to complete their assignment which reduces the technicians available for another job.

The service that Osric Provides is 24 hour a day, however, during the night shift, the assistant does not accept new applicants. The assistant goes from assigning customers to a priority during the day shift to supervising the technicians during the night shift. At 4 P.M, the assistant checks if the technicians have completed their tasks. If the task was not completed, the assistant contacts the customer who is next on the waiting list and asks if they would like a technician to head over there at double the rate or if they would like the same technican to complete their task in the morning the next day.

The technician team should be able to simulate a system in which a set of pre-established requirements are satisfied to represent the scheme.

There is a waitng list that is sorted by time and date. The priority of the job increases by one every two days to reduce the amount of waiting time.

There are 7 technicians who work during the day time, this is where the majority of the 4 hour block is

Fourth requirement : Technicians:

1) 8 hour shifts

2) 7 Techs a day

3) 2 at night

4) 4 hour block per job

Fifth requirement: Service:

1) 24/7 operating

2) double rates at night

3) no new applicants at night

4) Estimates (how soon, average, worst case)

5) Manager approval

6) Billing($480.00day , $960.00 night)

* Company name