ENGSCI 355 Labs

Thomas Adams

2024-08-29

Table of contents

Preface

These are an online version of the Labs for ENGSCI 355. The topics covered are: a hands-on simulation of a manufacturing process; conceptual modelling using HCCM; implementing HCCM models in Jaamsim; and missing data imputaton.

Part I

Practical Lab

1 Operations System in Practice

The goal of this lab is to give you some hands-on experience with an operations system, the type of system that we will be focussing on simulating. Hopefully this will give you some idea of what is needed to simulate a system in terms of:

- the components of the system and how they interact with each other (entities and their behaviour);
- the type and amount of information/data that is needed, both for activity durations and control policies;
- the types of experiments that can be performed and how the system can be redesigned.

1.1 Making Paper Cars

The system that we will use as an example is making a car out of paper. You will each be given a piece of paper with the net of paper car on it as in Figure 1.1.

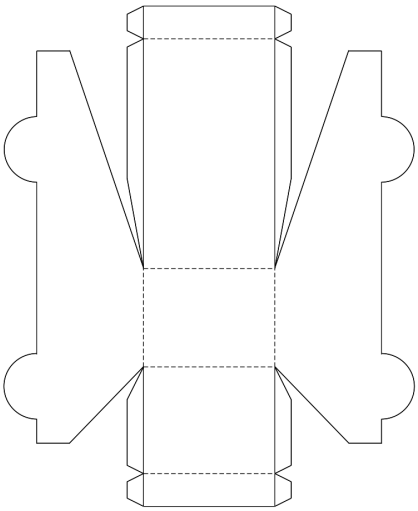

Figure 1.1: The Net Used to Make Paper Cars

You will also get a pair of scissors, some tape, and blank pieces of paper. To make the car:

1. Trace the net onto a new piece of paper.
2. Cut the new net out.
3. Fold the paper and tape the edges shut placing the tabs on the inside.

Figure 1.2 shows an example of a completed car.

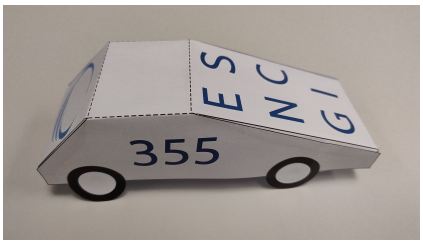

Figure 1.2: A Completed Car

First everyone should make one car by themselves. Once you have, show one of the instructors to get signed off. Then, discuss with you group how you can work together to make paper cars. You might want to experiment with different setups/policies and try making a few cars to see how long it takes and gather some data.

There will be a competition to see which group can make the most cars in 10 minutes. Before the time starts each group must submit an estimate of how many cars they believe they will be able to make. The score for each group will then be comprised of the following elements:

- 1 point for each car completed up to and including the estimated number.
- 0.25 points for each car completed above the estimated number.
- -0.75 points for each car not completed in the estimated number.

Additionally, the following rules must be followed:

1. Each car must be traced and cut individually.
2. Cars must be the same shape as the original template, including tabs.
3. You can have as many stencils as you like.
4. All final cars must have started as a blank, unfolded piece of paper.
5. You may not have any pre-cut tape or nets.
6. All cars must have been made only by members of your group.
7. All cars must be folded and taped neatly to count. The lecturer has final say on whether a car meets the required neatness.

1.2 Reflections

Now that you have attempted to make as many cars as you can you may wish to reflect on the process by asking yourself the following questions:

- Did your group have any traced/cut out cars left at the end?
- What was the bottleneck/slowest part of the system?
- Did you collect any data/do any experiments? If so, did they help? Would you do more/different ones now?
- What would you do differently next time?

The process that we considered was relatively simple. Cinsider how would your group's strategy change if any of the following additional conditions were added:

- Blank pieces of paper for you to trace onto only become available one at a time every two minutes;
- You have to make different styles of cars on demand;
- There is a limit to how many traced nets/cut pieces of tape you can have at any point (buffer limit);
- Each time a pair of scissors is stopped being used there is a cooldown time of 1 minute.

Part II

Conceptual Modelling Labs

2 HCCM Framework

This chapter describes the Hierarchical Control Conceptual Modelling (HCCM) framework which is used to build a conceptual model, aligned with the HCCM standard from lectures, that represents the practical activity, i.e., making paper cars, from Chapter 1.

Working in the same groups as for the practical activity and using this chapter as guidance, over the next two labs you will work through the phases for HCCM modelling shown in Figure 2.1 and complete templates for those steps. In the next lab you will complete phases 1, 2, 3, and start phase 4. The remainder of phase 4 will be completed in the lab after that. Chapter 1 provides a partially completed conceptual model of the car making system that you can use as a starting point.

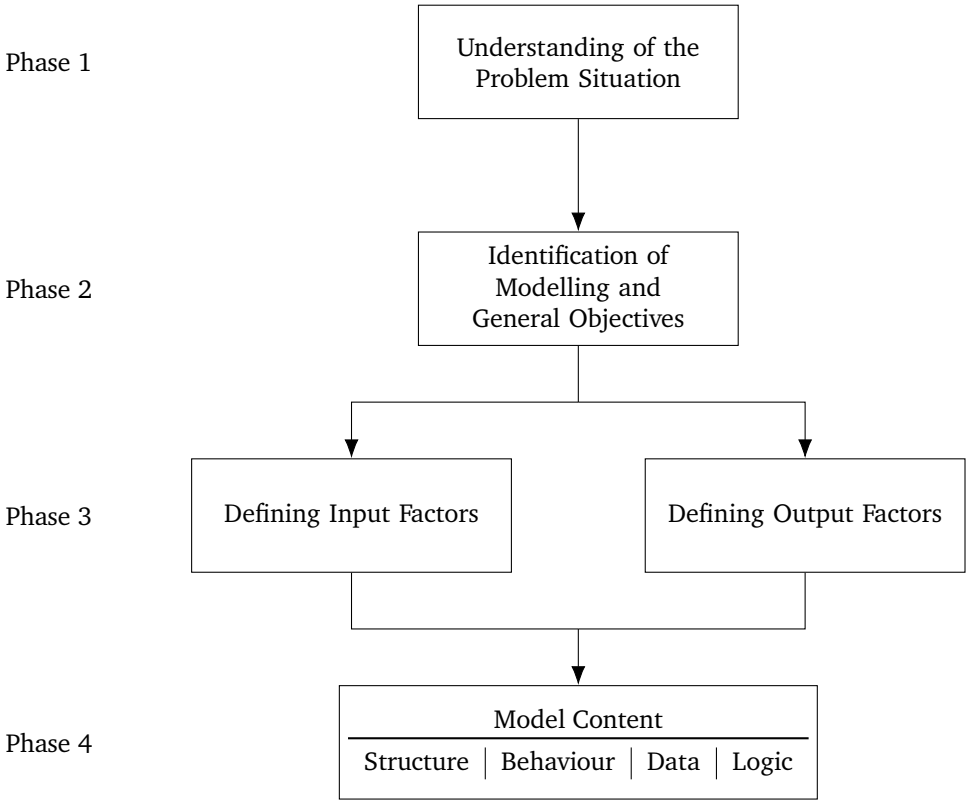

Figure 2.1: Conceptual Modelling Phases

2.1 Understanding of the Problem Situation

In Phase 1, in order to understand the problem situation, you need to summarise what is happening in a concise way. There is no strict rule for the best way to do this. One good approach is listening to the problem "holder", i.e., person/people who have the problem such as a client, then reflecting what you have heard in a couple of paragraphs with lists of key

details and questions. You can then work through one or more iterations of feedback and refinement to get a final, agreed upon problem description.

2.2 Identification of Modelling and General Objectives

For Phase 2, as described in lectures, there are two types of objectives to consider when developing a simulation:

> "The second step deals with the determination of the objectives. According to Robinson [26] they drive all aspects of the modeling process and are a subset of an organization's aims. Further, objectives can be classified into modeling and general objectives, where the latter are concerned with the flexibility, run-speed, visual-display and model/component reuse."

For the modelling objective you may like to think about what you trying to discover using simulation, and what level of performance you are trying to achieve in which areas/metrics.

2.3 Defining Output Responses

Phase 3 includes defining both the output responses and input factors. You can do these in either order, but it can often be useful to define the output responses first, as it may help you think about what inputs will influence the outputs.

Output responses are things that can be measured and compared to understand how a system has behaved/performed. They are the metrics used to compare different simulation scenarios. The output responses should let you know whether the modelling objectives have been achieved and why or how. You may also want to consider how this will be reported (tables, graphs, etc.).

2.4 Defining Input Factors

Input factors are things that can be changed and may modify how a system behaves/performs. They are often defined to create multiple different scenarios to compare via simulation. They are also what you can change to try and achieve the modelling objectives.

2.5 Model Content

In Phase 4 the model content is defined. There is no strict order in which you need to complete the four components (structre, behaviour, data, and logic). A possible approach, that we will take in this lab, is to:

1. Identify the entities;
2. Draw the behavioural paths;
3. Define the data;
4. Define the structure (including the entities again);
5. Define the logic.

Using this approach you may still find yourself deciding to add/remove parts that you have already defined. This is a normal part of the conceptual modelling process, and you need to go back to the part of the process you want to change – for example adding and entity or activity – and then update the rest of the CM.

For the model content definition of our conceptual model we will follow the new HCCM standard. This standard is presented in an academic article (currently under review) that is available on Canvas under `Files > Lectures > Conceptual Modelling` in the file hccm-standard.pdf

2.5.1 Identifying Entities

Before formally defining entities it is often useful to identify entities in the system and whether they are active, i.e., have behaviour like a doctor or patient, or passive, i.e., are part of the system that should be modelled but that don't have explicit behaviour like a waiting room with a given capacity, but that doesn't actually have defined actions.

The goal is to identify everything that is involved in a meaningful way in all of the activities that are important to the system. Thinking about the inputs and outputs can also be useful. Clearly the entities must be influenced in some way by the inputs, and they must themselves influence the outputs. You may also consider that an activity does not have a significant influence on the performance of the system, and decide to exclude it – and therefore any entities that are involved only in that activity. Likewise the participation of a particular entity in an activity might be deemed inconsequential and therefore excluded. Although it is possible to revisit and add/remove entities later, at this stage you want to consider the whole system carefully, as it is easier to include/exclude an entity now than to change it later.

2.5.2 Drawing Behavioural Paths

Once preliminary identification of entities has been done, behavioural paths for each of the active entities should be drawn. These are essentially flowcharts with a special structure. Circles represent events, usually used when entities are arriving and leaving. Rectangles represent activities, including when entities have to wait for another activity. Red squares at the top left of an activity (or sometimes an event) let us know that some logic is triggered when the activity starts. This generally occurs at the start of "wait" activities and is used to check whether the conditions that mean the entity can stop waiting and move on to the next activity are met.

What we are trying to do when drawing the behavioural paths is identify the activities and events that the entities participate in, the possible orders that these can occur in, and any points where some control logic needs to be used.

Both when identifying the entities and drawing the behavioural paths it is important to keep track of any assumptions and simplifications that you make.

2.5.3 Define the Data

The data for the conceptual model includes both variables, and data modules. Variables can change their value throughout the simulation and are generally used to store some information temporarily before it is required

later in the simulation. Data modules contain the information that is needed to perform the simulation and can be collected beforehand. Data mocules can also represent the input/experimental factors – the things that may change between different simulation scenarios. For each data module the following information should be given:

1. The name of the data module;
2. The source of the data, where the information was obtained;
3. The way the data is modelled, is it represented by a constant, a distribution, etc.
4. Whether the output is deterministic or stochastic;
5. The inputs that the module requires;
6. The quantity that the module outputs.

When presenting a conceptual model is useful to put the data first, as it is often referenced throughout the rest of the conceptual model.

2.5.4 Define the Structure

To define the structure we start with formally defining the entities by listing them along with any attributes that they have. Some common attributes, such as ID number and the activity that the entity is currently participating in, are often omitted to avoid repitition. Attributes are usually included either to assist with the system behaviour – for example record whether a patient has had a test – or to capture the perfomance of the system – how long something has waited for.

Next we define the transitions. Each arrow on a behavioural diagram corresponds to a transition. We can collate these in a table describing: the entity that is performing the transition, and the events that the entity transitions from and to. You can simply number them starting from 1, or adopt a convention of using the entity's initial as a prefix.

Once the transitions have been defined we can define the activities and events. Usually these are presented in two tables, one for the activities and one for the events. For each event (either standalone or as part of an activity) the table should include:

1. The participant(s);
2. The type – either scheduled or controlled;
3. The state changes that occur when the event happens.

The main things that occur in state changes are:

- Schedule an end event – usually in the start event of an activity with a scheduled end event;
- Starting another activity/event – this usually happens in a scheduled end event where an entity is transitioning to another scheduled event;
- Trigger some logic – often in the start event of an activity with a controlled end event.

The simulation start event, and arrive events are often more complicated and involve scheduling the initial events and creating entities.

2.5.5 Define the Logic

The final part of the conceptual model content is the logic. Each trigger that you drew in a behvioural path (the red squares) should correspond first to a trigger statement in the state changes of an event, and a piece of logic defined here. These pieces of logic are used to determine how the system behaves – what activity an entity should do next. It is common to have logic control the behaviour when one entity needs to wait for another, as when the first entity arrives it needs to check whether the other is free to perform an activity with it. The logic is usually presented as pseudocode, alongside the entity that triggers the logic.

2.6 Assumptions and Simplifications

Throughout the four phases of the HCCM framework you should document the assumptions and simplifications that you make. Assumptions are related to uncertainties about the system being modelled, and are used to fill in gaps in the information that is required for the simulation. Simplifications are changes that are made to the model to make it easier to defined or implement.

3 Inputs, Outputs, and Behaviour

In this lab you will complete the first three Phases of the HCCM framework, and part of the fourth, with your group.

3.1 Understanding of the Problem Situation

In the box below write a problem description for making paper cars, think about what you are trying to solve/discover by simulating this activity. You may want to look at Chapter 1 again to remind yourself about the process.

There are one or more people making cars from paper. They need to trace the car template on the paper, then cut the car template out of the paper. They then need to fold the car and use pieces of tape to stick it together. They either cut the pieces of tape from the tape roll at the time they need them or cut them earlier and have them ready. There are a limited number of pencils, templates, scissors, and tape rolls available for use. The goal is to make as many cars as possible in 15 mins and determine the best way to do this given the number of people and resources to hand.

3.2 Modelling Objectives

In the box below write the modelling objectives for making paper cars, i.e., what are you trying to discover using simulation?

- Determine how many cubes we can make in 15 mins
- Determine where the bottlenecks are
- Change task prioritization to see if we can make more cubes

3.3 General Objectives

In the box below write the general objectives for making paper cars, i.e., what are some of the general properties you'd like your simulation to have?

- Run faster that 15 mins
- Be able to change inputs easily
- Get visualisations of outputs (could be as simple as confidence intervals or might be, e.g., distributions of # of cars made

3.4 Defining Output Responses

In the box below write the output responses for making paper cars, i.e., what are you going to measure to determine the performance of the system?

- Measure of how many cars can be made (for various different inputs)
- Waiting times of cars at various steps (bottlenecks)
- Idle time of people (waste)

3.5 Defining Input Factors

In the box below write the input factors for making paper cars, i.e., what are you going to change to achieve the modelling objectives?

- Strategy for assigning tasks – who should be doing which task and when/for how long

3.6 Identifying Entities

In the box below list the entities for making paper cars.

- Paper
- Pencil/Template
- Scissors
- Tape
- Tape Pieces
- Person

3.7 Drawing Behavioural Paths

The activity diagrams for the pencil & template, and scissors are given below in Figures 3.1, and 3.2.

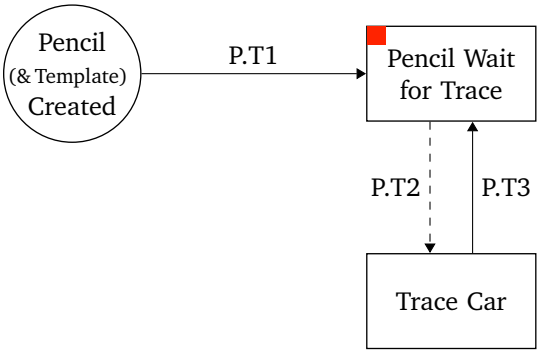

Figure 3.1: Pencil Activity Diagram

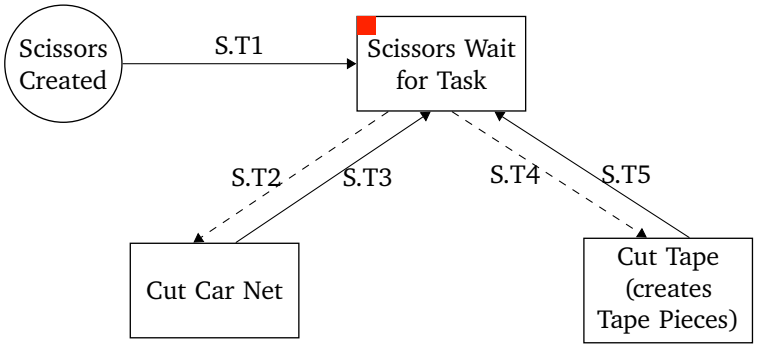

Figure 3.2: Scissors Activity Diagram

In the boxes below draw the activity diagrams for the remaining entities.

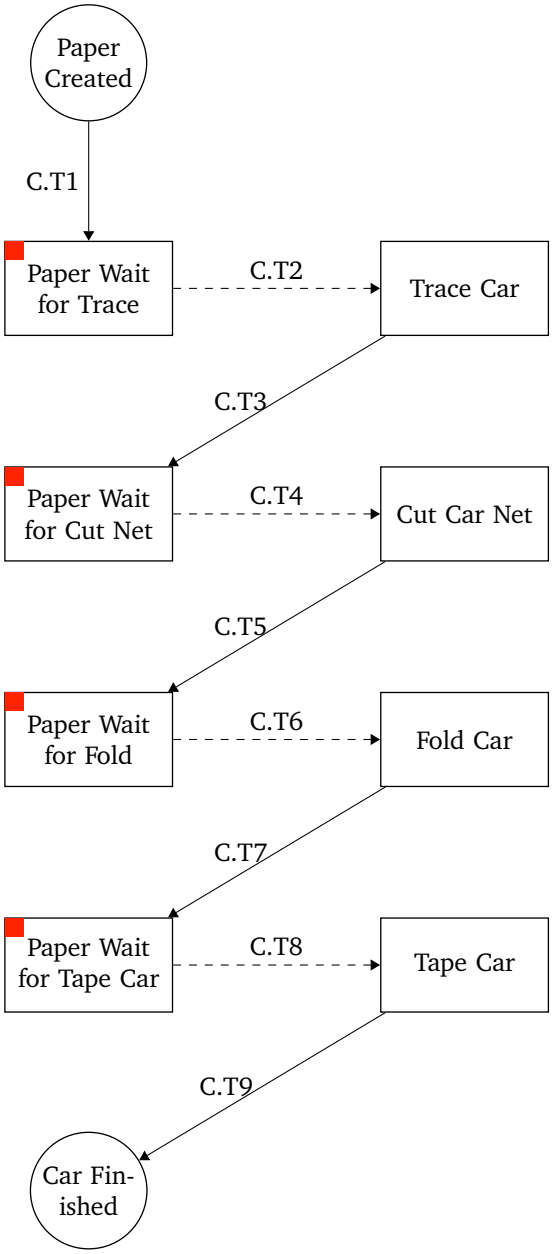

Figure 3.3: Paper Activity Diagram

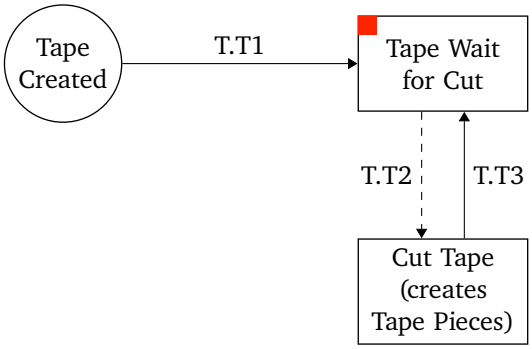

Figure 3.4: Tape Activity Diagram

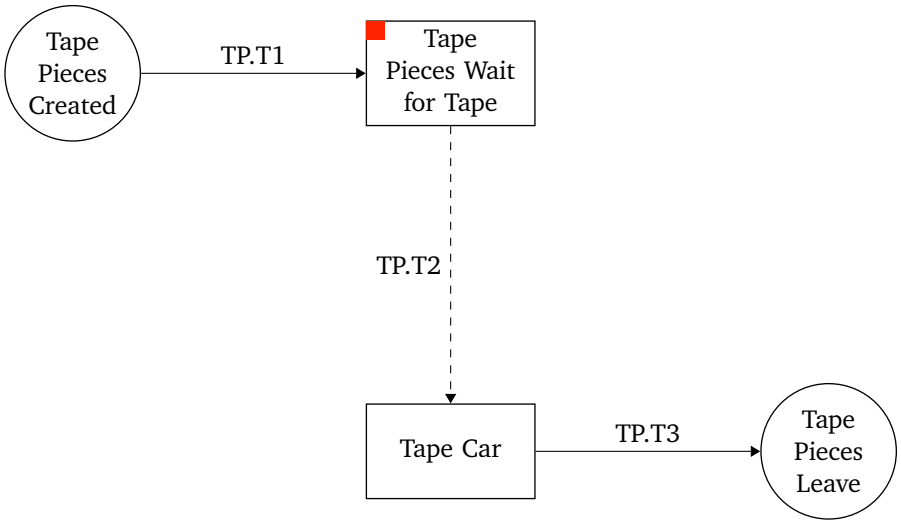

Figure 3.5: Tape Piece Activity Diagram

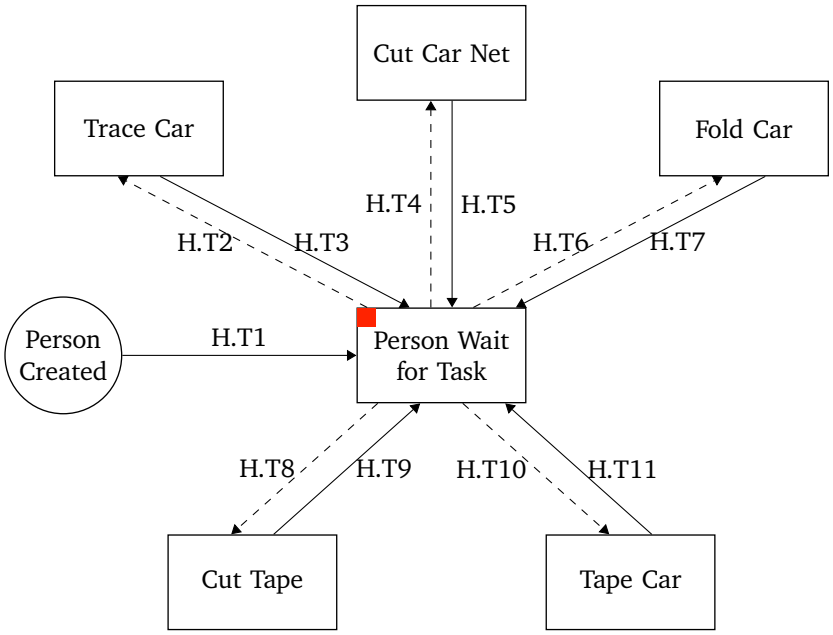

Figure 3.6: Person Activity Diagram

4 Data, Structure, and Logic

In this lab you will complete the remainder of the fourth phase of the HCCM framework, with your group.

4.1 Define the Data

Firstly, you need to give detailed definitions of the data. You may not have collected data during car making, but complete the following table that describes the kind of data you would need to collect to simulate car making. Also add a comment on how the entry for CutTapeDuration would change if no person-by-person data was available, but an Exponential distribution that estimated the time it takes for a person to cut tape was available.

Table 4.1: List of Data Modules

Name	Source	Model	Type	Input	Output
NumPencils	System info	Constant	Deterministic	-	The number of pencils available
NumScissors	System info	Constant	Deterministic	-	The number of scissors available
NumTape	System info	Constant	Deterministic	-	The number of rolls of tape available
NumPeople	System info	Constant	Deterministic	-	The number of people available
TraceCar	Experimental data	Lookup	Deterministic	Person	Time to trace car
CutNet	Experimental data	Lookup	Deterministic	Person	Time to cut the net out
FoldCar	Experimental data	Lookup	Deterministic	Person	Time to fold the car
Tape	Experimental data	Lookup	Deterministic	Person	Time to tape the car together
CutTape	Experimental data	Lookup	Deterministic	Person	Time to cut a piece of tape
CutTape2	Estimate	Exponential Distribution	Stochastic	-	Time to cut a piece of tape

Part III

Jaamsim Labs

5 Using Traces and Scenarios

In this lab we will modify the simulation developed in the previous lab to run off of a pre-generated data trace that contains information about each patient. We will also explore how Jaamsim's built-in scenario indices can be used to run experiments where the values of the simulation's inputs are changed and use an EventLogger to log all events that an entity participates in. Finally we will package the simulation (Jaamsim and the custom Java code) as a .jar file, so that the simulation can be run easily from the command line on all major operating systems.

We are not considering any changes to the system, so the conceptual model is the same as for the previous lab.

5.1 Jaamsim Model

To run the simulation from a data trace we need to make some changes to the Jaamsim model. Once again create a new folder called **RC3** and copy your .cfg file (and the .png files so that the graphics work) from the previous lab folder into this folder and rename it to **radiology_lab_trace.cfg**. First, download the **RC_50_week_data.txt** file from Canvas. This file contains 50 weeks of data of patients at the radiology clinic including: the time the patient arrived, the priority of the patient, the time the patient took to check in, and the time the patient took to have their scan.

Before we load the data in we will first change the starting date of the simulation, which defaults to 1970, to instead be 2024, so that the data read from the file is interpreted correctly. To do this go to the Simulation object and under the Options tab enter **2024-01-01** for the StartDate.

To use the data in Jaamsim we use a **FileToMatrix** object found in the Basic Objects palette. Create a FileToMatrixObject, rename it **PatientData**, and select the **RC_50_-week_data.txt** file as the DataFile.

We can now access the data in the file by using the **Value** output of the PatientData object. The first place we will use this data is in the PatientArrival object, so that patients arrive according to the data in the file, rather than the distribution used previously. We first create two CustomOutputs (under the options tab) on the PatientArrival object to make accessing the data easier. CustomOutputs are similar to attributes but they can be expressions (formulas) and are re-calculated at each time step in the simulation. The two outputs we create will correspond to the data for the patient that has just arrived (thisPatientData) and the patient that is going to arrive next (nextPatientData). We need both of these so that we can calculate the appropriate interarrival time between the patients.

Once we have created these outputs we use them in the InterArrivalTime, and AssignmentList of the PatientArrival.

Table 5.1: Update PatientArrival

Object	Keyword	Value
PatientArrival	CustomOutputList	{ thisPatientData '[PatientData].Value(this.NumberAdded + 1)' }
		{ nextPatientData '[PatientData].Value(this.NumberAdded + 2)' }
	FirstArrivalTime	[PatientData].Value(2)(2)
	InterArrivalTime	'this.nextPatientData(2) - this.thisPatientData(2)'
	AssignmentList	{ 'this.obj.priority= this.thisPatientData(3)' }
		{ 'this.obj.checkInTime= this.thisPatientData(4)' }
		{ 'this.obj.scanTime= this.thisPatientData(5)' }

Note that in the AssignmentList we are assigning values from the data file to attributes on the patient entity for priority, check in time, and scan time. We will use these attributes later to determine how long those activities take (the priority attribute is already used in the PriorityBranch).

To avoid getting an error these attributes need to be added to the PatientEntity object. So update the AttributeDefinitionList of the PatientEntity to include checkInTime and scanTime as well as the current priority, all with a default of 0.

We now need to use the checkInTime and scanTime attributes to determine how long the check ins and scans take. Set the Duration of the CheckIn activity to **this.CurrentParti-cipants(1).checkInTime * 1[min]**. this.CurrentParticipants refers to the group of entities that have just started the activity (for check in this is a patient and a receptionist), and we use the index 1 as the patient comes first, then we access the checkInTime attribute. We then need to multiply this by 1[min] to convert the number into a time, and use minutes as the attribute is in minutes.

Similarly for the Scan activity set the Duration to **this.CurrentParticipants(1).scanTime * 1[h]**, note that here we use 1[h] as the attribute is in hours.

Now, suppose we are interested in the time that patients spend waiting for check in and for the scan. We can't use the current PatientLogger as it only records the total time that patients are in the system for. We could add attributes for each time that we are interested in, and assign the value when the entity gets to the relevant stage, and then use the PatientLogger to log these attributes. We can instead use an EventLogger from the HCCM palette. The EventLogger records the time that an entity starts each of the activities that it participates in. So, create an EventLogger and call it PatientEventLogger.

Then, to get the events recorded go to the PatientLeave object and under the HCCM tab enter PatientEventLogger for the EventLogger keyword. Now any entities that are sent to the patient leave will have the start times of any activities that they participated in recorded.

We will now configure the Simulation object to run one long replication for several scenarios. Under the Key Inputs tab enter **50w** for the **RunDuration**, this will make the simulation run for 50 weeks. We have to run one 50 week replication rather than 50 one week replications as Jaamsim cannot read in a new file when each replication starts.

We want to try out four scenarios with either three or four CT machines, and either one or two receptionists. As there are two factors we are changing we use a ScenarioIndex with two numbers, the first indexes the scenarios relating to the number of CT Machines, and the second those related to the number of receptionists.

Since there are two options for the first index and two for the second we enter **2 2** for the **ScenarioIndexDefinitionList** under the **MultipleRuns** tab of the **Simulation** object. We will start from scenario 1 and end at scenario 2 in both the indices so StartingScenarioNumber is **1-1** and EndingScenarioNumber is **2-2**. We are going to run just one long replication for each scenario so set the NumberOfReplications to 1.

Now Jaamsim will run 4 scenarios, but we need to make it so that the number of CT Machines and Receptionists actually changes in each of the scenarios. For the CT Machines we set the **MaxNumber** on the **CTMachineArrival** to **[Simulation].ScenarioIndex(1) + 2**, which gets the value of the first scenario index and adds 2 to it. For the Receptionists we can set the **MaxNumber** on the **ReceptionistArrival** to **[Simulation].ScenarioIndex(2)**, in this case we don't need to add one as the scenario index is the same as the number of receptionists we want to use.

Download and run the **RadiologyLabTraceAnalysis.R** file, you will have to update the directory that it reads the data from and the name of the data file used. The script splits each replication into 50 batches, each one week long, and calculates the mean across the batches and the four scenarios of the 90th percentile waiting time for both check in and scan within each of batch. No warm-up period is used, so this assumes that being empty and idle is a typical state of the system. Splitting into batches by week assumes that each week is not correlated to the preceding and following weeks. You should get the following output:

Part IV

Conceptual Models

6 Radiology Clinic

6.1 Data

Table 6.1: List of Global Variables

Name	Description	Initial Value
NextPatIdNum	The Id number that will be assigned to the next patient	1
NextReceptionistIdNum	The Id number that will be assigned to the next receptionist	1
NextCTMachineIdNum	The Id number that will be assigned to the next CT Machine	1
P	The set of all patients	$\emptyset$
R	The set of all receptionists	$\emptyset$
C	The set of all CT Machines	$\emptyset$

Table 6.2: List of Data Modules

Name	Source	Identification	Input	Output
PatientInterarrivalTime	Poisson Process	Parameter	Mean interarrival time	Sample from Distribution
NumReceptionists	Constant	Parameter	N/A	Value
NumCTMachines	Constant	Parameter	N/A	Value
CheckInTime	Uniform Distribution	Parameter	Min and max time	Sample from Distribution
ScanTime	Log-normal Distribution	Parameter	Mean and std. dev.	Sample from Distribution

6.2 Components

Table 6.3: List of Entities

Entity	Attributes
Patient	ID State StateTimes
Receptionist	ID State StateTimes
CT Machine	ID State StateTimes

Table 6.4: List of Transitions

No.	Participant	From Event	To Event
1	Patient	Arrive(P)	Wait for check in.Start
2	Patient	Wait for check in.End	Check in.Start
3	Patient	Check in.End	Wait for scan.Start
4	Patient	Wait for scan.End	Scan.Start
5	Patient	Scan.End	Leave(P)
6	Receptionist	Arrive(R)	Wait for task(R).Start
7	Receptionist	Wait for task(R).End	Check in.Start
8	Receptionist	Check in.End	Wait for task(R).Start
9	Receptionist	Wait for task(R).End	Leave(R)
10	CT Machine	Arrive(CT)	Wait for task(CT).Start
11	CT Machine	Wait for task(CT).End	Scan.Start
12	CT Machine	Scan.End	Wait for task(CT).Start
13	CT Machine	Wait for task(CT).End	Leave(CT)

Table 6.5: Activities

Activity	Participants	Event	Type	State Change
Wait for Check In	Patient (p)	Start	Scheduled	`TRIGGER OnStartWaitForCheckIn WITH p`
		End	Controlled	
Check In	Patient (p), Receptionist (r)	Start	Controlled	`SCHEDULE Check In.End at TIME + CheckInTime()`
		End	Scheduled	`START Wait for Scan WITH p` `START Wait for Task (R) WITH r`
Wait for Scan	Patient (p)	Start	Scheduled	
		End	Controlled	`TRIGGER OnStartWaitForScan WITH p`
Scan	Patient (p), CTMachine (c)	Start	Controlled	`SCHEDULE Scan.End at TIME + ScanTime()`
		End	Scheduled	`START Leave (P) WITH p` `START Wait for Task (CT) WITH c`
Wait for Task (R)	Receptionist (r)	Start	Scheduled	`TRIGGER OnStartWaitForTaskR WITH r`
		End	Controlled	
Wait for Task (CT)	CTMachine (c)	Start	Scheduled	`TRIGGER OnStartWaitForTaskCT WITH c`
		End	Controlled	

6.3 Activity Diagrams

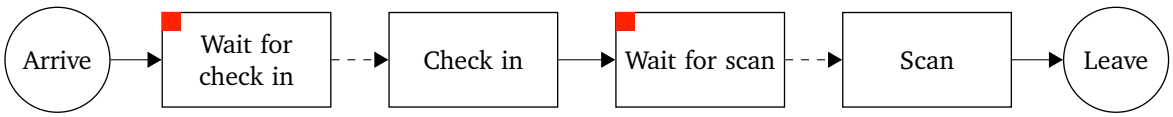

Figure 6.1: Patient Activity Diagram

Table 6.6: Events

Activity	Participants	Type	State Change

Simulation Start	-	Scheduled	`SCHEDULE Arrival (R) at TIME`
			`SCHEDULE Arrival (CT) at TIME`
			`SCHEDULE Arrival (P) at TIME + PatientInterArrival()`

Arrival (P)	Patient (p)	Scheduled	`p.ID = NextPatIDNum`
			`p.Priority = PatientPriority()`
			`NextPatIDNum = NextPatIDNum + 1`
			`SCHEDULE Arrival (P) at TIME + PatientInterArrival()`
			`START Wait for Check In WITH p`

Leave (P)	Patient (p)	Scheduled	`Calculate statistics for p`

Arrival (R)	Receptionist (r)	Scheduled	`r.ID = NextReceptionistIDNum`
			`NextReceptionistIDNum = NextReceptionistIDNum + 1`
			`IF NextReceptionistIDNum <= NumReceptionists THEN`
			`  SCHEDULE Arrival (R) at TIME`
			`END IF`
			`START Wait for Task (R) WITH r`

Leave (R)	Receptionist (r)	Scheduled	`Calculate statistics for r`

Arrival (CT)	CTMachine (c)	Scheduled	`c.ID = NextCTMachineIDNum`
			`NextCTMachineIDNum = NextCTMachineIDNum + 1`
			`IF NextCTMachineIDNum <= NumCTMachines THEN`
			`  SCHEDULE Arrival (CT) at TIME`
			`END IF`
			`START Wait for Task (CT) WITH c`

Leave (P)	CTMachine (c)	Scheduled	`Calculate statistics for c`

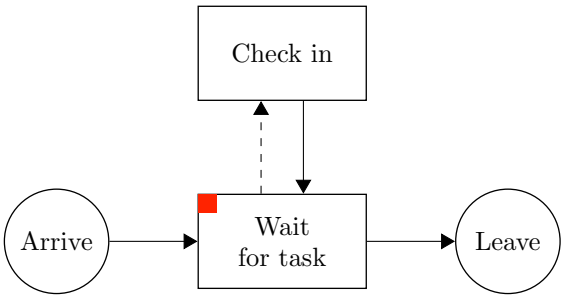

Figure 6.2: Receptionist Activity Diagram

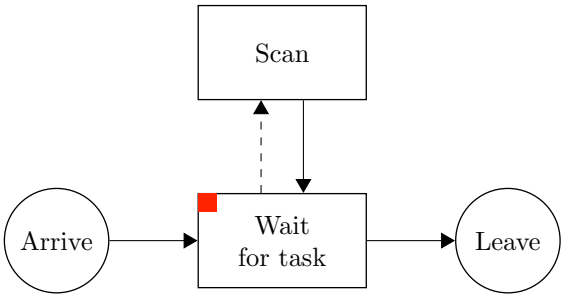

Figure 6.3: CT Activity Diagram

6.4 Control Policies

Table 6.7: OnStartWaitForCheckIn

Triggered by: Patient p

```
receps = {r FOR r IN R IF r.State = "Wait for task (R)"}
IF receps IS NOT empty THEN
    r_hat = argmin{r.CurrentStart FOR r IN receps}
    START Check In WITH p, r_hat
END IF
```

Table 6.8: OnStartWaitForScan

Triggered by: Patient p

```
cts = {c FOR c IN C IF c.State = "Wait for task (C)"}
IF cts IS NOT empty THEN
    c_hat = argmin{c.CurrentStart FOR c IN cts}
    START Scan WITH p, r_hat
END IF
```

Table 6.9: OnStartWaitForTaskR

Triggered by: Receptionist r

```
patients = {p FOR p IN P IF p.State = "Wait for Check In"}
IF patients IS NOT empty THEN
    p_hat = argmin{p.CurrentStart FOR p IN patients}
    START Check In WITH p, r_hat
END IF
```

Table 6.10: OnStartWaitForTaskCT

Triggered by: CTMachine c

```
patients = {p FOR p IN P IF p.State = "Wait for Scan"}
IF patients IS NOT empty THEN
    p_hat = argmin{p.CurrentStart FOR p IN patients}
    START Scan WITH p, r_hat
END IF
```