

# [Decision making task 2](https://assignbuster.com/decision-making-task-2/)

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Decision making task 2 al Affiliation) Recommendation The best strategy that can be adopted in decision-making is the two-cashier system. It is evident that an additional cashier would reduce the amount of waiting time for customers from 5 minutes to 20 seconds. The system would increase efficiency and improve customer satisfaction, as they do not spend a lot of time waiting in line.   
With queuing, management and users may estimate the efficiency of a system. The tool projects the average number of customers in a system, the average time the customers spend in the system and the average utilization of the system. It also projects the average number of customers in the system, the probability of the customers being in the system as well as the average waiting time for the customer in the line.   
Computer generated output   
The output that will be obtained with consideration of the sales that will be made is as shown.   
Quarter   
Sales   
2nd -2007   
90, 000   
3rd-2007   
95, 000   
4th-2007   
98, 000   
1st -2008   
96, 000   
2nd-2008   
102, 000   
3rd-2008   
99, 000   
4th-2008   
118, 000   
1st-2009   
109, 000   
2nd-2009   
124, 000   
Reason for the decision making tool   
Of importance in the model is the fact that it informs management on whether changes are necessary in the system. With information from the analysis, performance may improve through implementation of some changes. The arrival rate of the customers may be altered, improve efficiency of the server, increase the number of the service facilities, priority rule as well as increasing the total number of lines within the system. Modification to the system could help Shuzworld improve performance through efficiency.