

CHARACTERISTICS OF WAITING LINE MODELS – THE INDICATORS OF THE CUSTOMER FLOW MANAGEMENT SYSTEMS EFFICIENCY

*Sidonia Otilia Cernea, “Bogdan Vodă” University of Cluj-Napoca
Mihaela Jaradat, “Bogdan Vodă” University of Cluj-Napoca
Mohammad Jaradat, “Bogdan Vodă” University of Cluj-Napoca*

ABSTRACT: This paper is dedicated to the presentation of the single-channel waiting line systems with Poisson arrivals and exponential service times. They represent stages of customer flow management processes. Waiting systems are stochastic mathematical models and they represent the describing base of the waiting phenomena, service processes, prioritization, etc. Mathematical models of queuing theory present interest in modeling, designing and analysing of nowadays information networks. Increasing trend of their development and emergence of new network technologies, impose new requirements regarding the development of new mathematical waiting models. In this paper we merely present the single-channel waiting line model, with example on a fast-food restaurant.

Key words: customer flow, queuing theory, waiting system, waiting line, efficiency

JEL codes: A12, C41, C46, L84