SIMULATION MODEL FOR SUBANG JAYA POST OFFICE

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ABSTRACT

This project is regarding simulation of the queuing system in the Subang Jaya Post Office for a certain period. Simulation is a computer technique that duplicates real world systems like the queuing system.

The simulation software I am using is ARENE, a program developed by a company in America. Before simulation began, I have gathered data from the post office. The data contains necessary information needed or the simulation and analysis. It contains average waiting and processing time and three major characteristics of queuing systems.

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