

# EVALUATE THE EFFICIENCY OF THE QUEUING SYSTEM IN A BANKING INSTITUTE USING ARENA SOFTWARE

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## ABSTRACT

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Basically this project is regarding simulation of a queuing system in Subang Jaya MayBank, for a certain period. Simulation is a popular performance evaluation and modeling tool that is widely used in both manufacturing and nonmanufacturing because of the wider availability of computers. These techniques (simulation) can duplication real world systems such as the queuing system.