

Preface

I was fortunate to have a rich and diverse career in industry and academia. This included working at International Harvester as supervisor of operations research in the corporate headquarters; at IIT Research Institute (IITRI) as a senior scientist with applications that spanned world-wide in industry and government; as a professor in the Industrial Engineering Department at the Illinois Institute of Technology (IIT), in the Stuart School of Business at IIT; and the many years of consulting assignments with industry and government throughout the world. At IIT, I was fortunate to be assigned a broad array of courses, gaining a wide breadth with the variety of topics, and with the added knowledge I acquired from the students, and with every repeat of the course. I also was privileged to serve as the advisor to many bright Ph.D. students as they carried on their dissertation research. Bits of knowledge from the various courses and research helped me in the classroom, and also in my consulting assignments. I used my industry knowledge in classroom lectures so the students could see how some of the textbook methodologies actually are applied in industry. At the same time, the knowledge I gained from the classroom helped me to formulate and develop solutions to industry queuing applications as they unfolded. This variety of experience allowed me to view how queuing theory is and can be used in industry. This book is based on this total experience and also includes the quantitative methods that I found doable and useful.

Thanks especially to my wife, Elaine Thomopoulos, who encouraged me to write this book, and who gave consultation whenever needed. Thanks also to the many people who have helped and inspired me over the years and some are former IIT students from my queuing classes. I can name only a few here. Raida Abuizam (Purdue University—Calumet), Bob Allen (R. R. Donnelly), Deepak Bammi (Bammi Associates), Wayne Bancroft (Walgreens), Harry Bock (Florsheim Shoe Company), Debbie Cernauskas (Benedictine University), Edine Dahel (Monterey Institute), Ahmed El Melegy (Cairo University), Tom Galvin (Northern Illinois University), Ranko Glisic (IIT), John Garofalakis (Patras University), Tom Georginis (Lewis University), Shail Godambe (Motorola, Northern Illinois University), M. Zia Hassan (Illinois Institute of Technology), Willard Huson

(Navistar), Robert Janc (IIT Research Institute), Marsha Jance (Indiana University—Richmond), Chuck Jones (Illinois Institute of Technology), Arvid Johnson (Domenican University), Montira Jantaravareerat (IIT), Tom Knowles (Illinois Institute of Technology), Joachim Lauer (Northern Illinois University), Carol Lindee (Panduit), Nick Malham (FIC Inc.), Barry Marks (IIT Research Institute), Peter McManamon (IIT Research Institute), Fotis Mouzakis (Cass Business School of London), Pissanu Manaspiti (Rangsit University), Pricha Pantumsinchai (M-Focus), Nolin Plumchitchom (IIT), Ted Prenting (Marist College), Athapol Ruangkanjanases (Marist College), Walter Ryder (University of Southern California), Hendrarto Supangkat (IIT), Ornlatcha Sivarak (Mahidol University), Spencer Smith (Illinois Institute of Technology), Mark Spiegman (FIC Inc.), Paul Spirakis (Patras University), Tongsakorn Vaivong (IIT), Reino Warren (University of Michigan—Flint) and Colleen Wilder (Valparaiso University).

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Fundamentals of Queuing Systems

Statistical Methods for Analyzing Queuing Models

Thomopoulos, N.T.

2012, XVIII, 182 p., Hardcover

ISBN: 978-1-4614-3712-3