

↑
 TERRITORIES
 ↓
 UNEQUAL
 WORKLOAD

① MINIMUM THROUGHPUT TIME

3.2 HR



$\Delta = ??$
5.5d

WHY?
WHERE IS TIME LOST?

PRIORITY RULES

② BOTTLENECK

ACTUAL THROUGHPUT TIME 6d

CALCULATED TAT (EX(3)) = 8.2d
EXPLAIN?

②

HOW ARE PRIORITIES SET?
DO YOU AGREE?

* RELEASE RESULTS

$$CAP = 7.5 \text{ hours} \times 4 \times 60$$

$$\frac{\text{WORKLOAD}}{\text{CAPACITY}}$$

DISTRIBUTION =

$$= \frac{33 \text{ requests} \times 41'}{450' \times 4} = 89\%$$

$$= \frac{14.6 \text{ requests} \times 28.4'}{450' \times 1} = 92\% \text{ } 97\%$$

$$= \frac{13.2 \text{ requests} \times 28.4'}{450' \times 1} = 83\% \text{ } 78\%$$

$$= \frac{11.2 \text{ requests} \times 28.4'}{450' \times 1} = 71\% \text{ } 70\%$$

$$= \frac{33 \text{ requests} \times 70.4'}{450' \times 8} = 76\%$$

RATERS =

$$\text{POLICY WEIGHT} = \frac{26.3 \text{ req} \times 54.8'}{450' \times 5} = 64\%$$

RIMS x Time for Run

+ # RIMS x Time Rev.

+ # RAP - - -

+ # RAIRS - - -

450' x 1

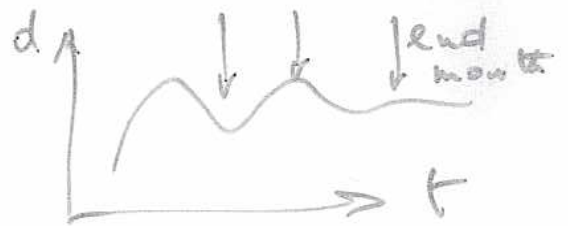
FLUCTUATION.

Split Territories → UW Res



PROCESSING TIMES: HIGH $\frac{STDEV}{MEAN}$

RUMS + RERUMS



Mix RUM / RERUM DIFFERS PER TEAM
DIFFERS OVER TIME

BATCHES

41/4

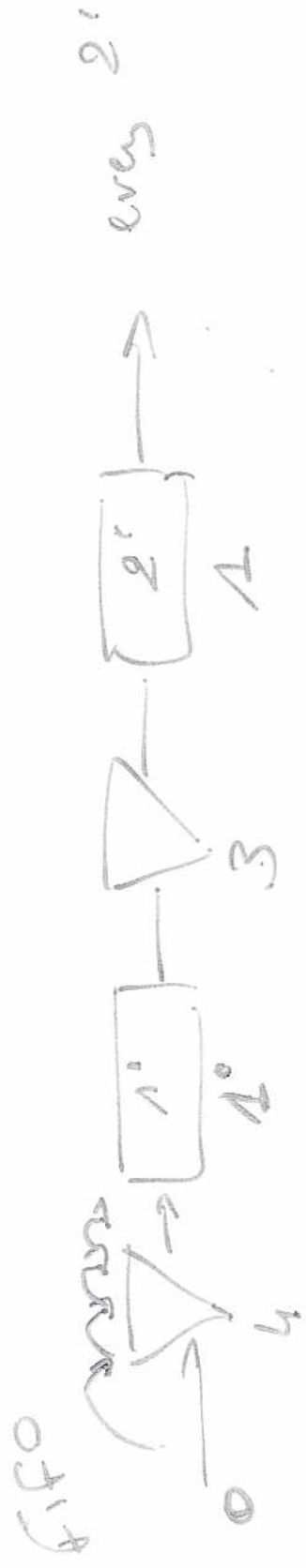
28/3

20/8

54/5

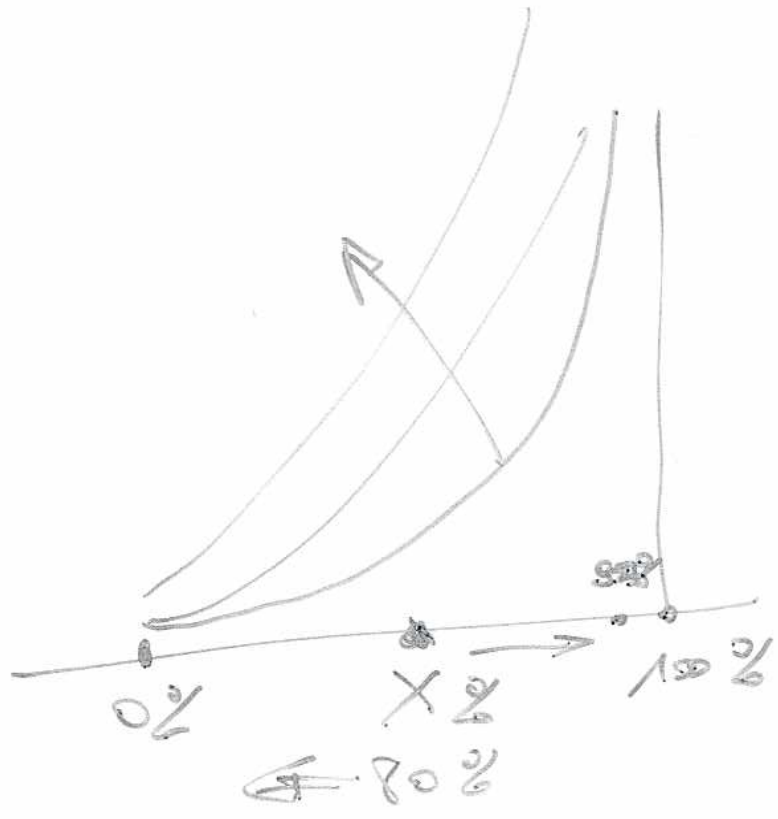
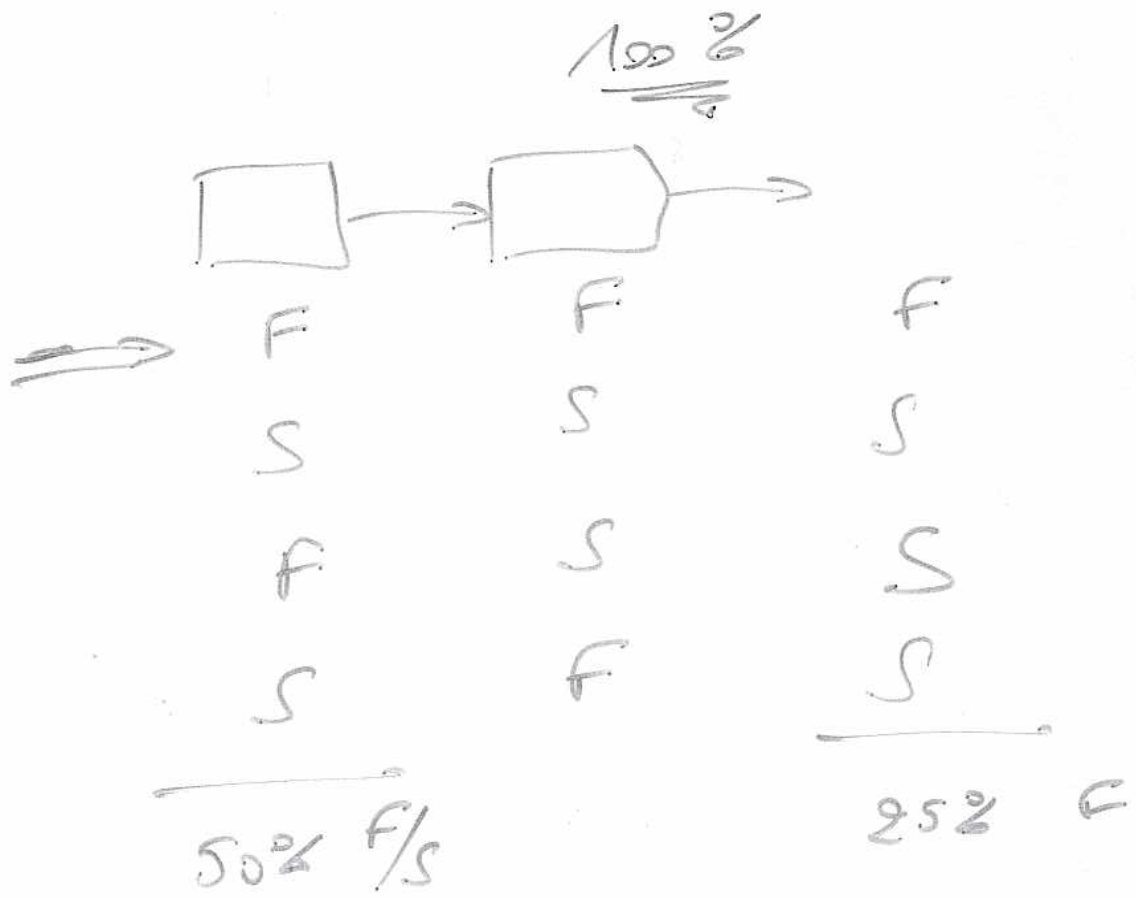
PRIORITY CHANGES

Cycle time = 2'



$$9 \times 2' = 18'$$

$$9 \times 2' = 18'$$



	<u>REVENUE</u>	<u>Commission</u>	<u>TET</u>	<u>LABOR COST</u>	<u>TET PER HOUR</u>	<u>TIME ON BOTTLE NECK</u>
RVH	6724	$0.15 \times 6724 = 1681$	5043	4.3 HR	1173	436
REESH	6205	$0.07 \times 6205 = 434$	5771	2.5 L	2308	187

