

Figure 1

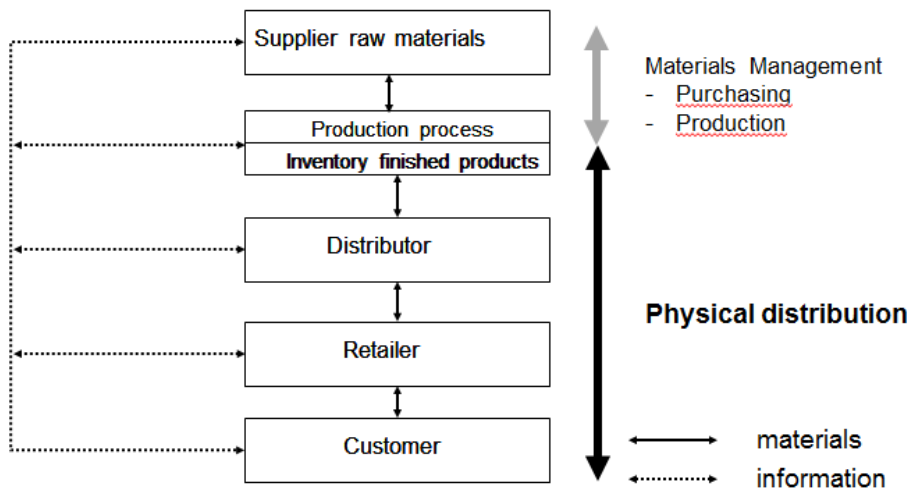


Figure 2

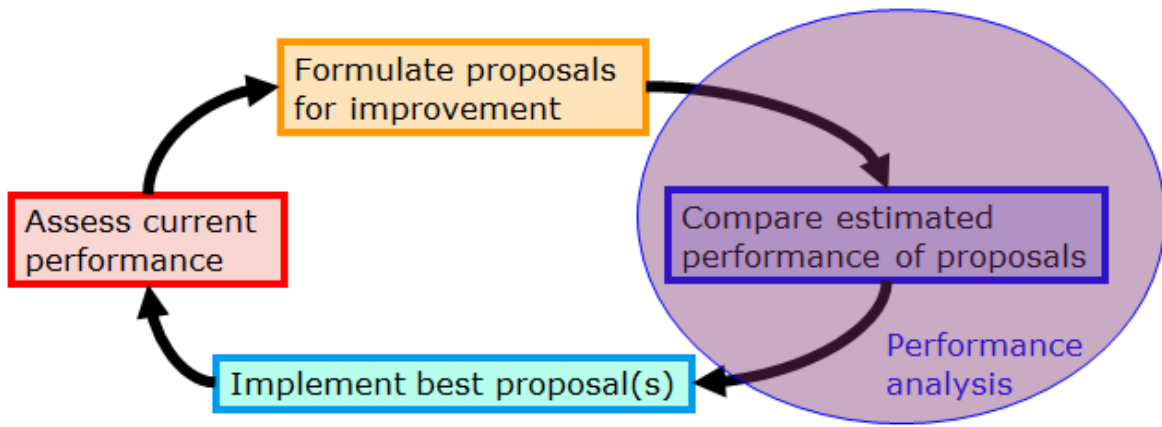


Figure 3

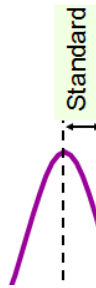


Figure 4

M/M/1 formulas

$$L_s = \frac{\lambda}{\mu - \lambda}$$

$$W_s = \frac{1}{\mu - \lambda}$$

$$L_q = \frac{\lambda^2}{\mu(\mu - \lambda)}$$

$$W_q = \frac{\lambda}{\mu(\mu - \lambda)}$$

$$P_{n>k} = \left(\frac{\lambda}{\mu}\right)^{k+1}$$

M/D/1 formulas

$$L_s = \frac{\lambda(2\mu - \lambda)}{2\mu(\mu - \lambda)}$$

$$W_s = \frac{2\mu - \lambda}{2\mu(\mu - \lambda)}$$

$$L_q = \frac{\lambda^2}{2\mu(\mu - \lambda)}$$

$$W_q = \frac{\lambda}{2\mu(\mu - \lambda)}$$

Figure 5

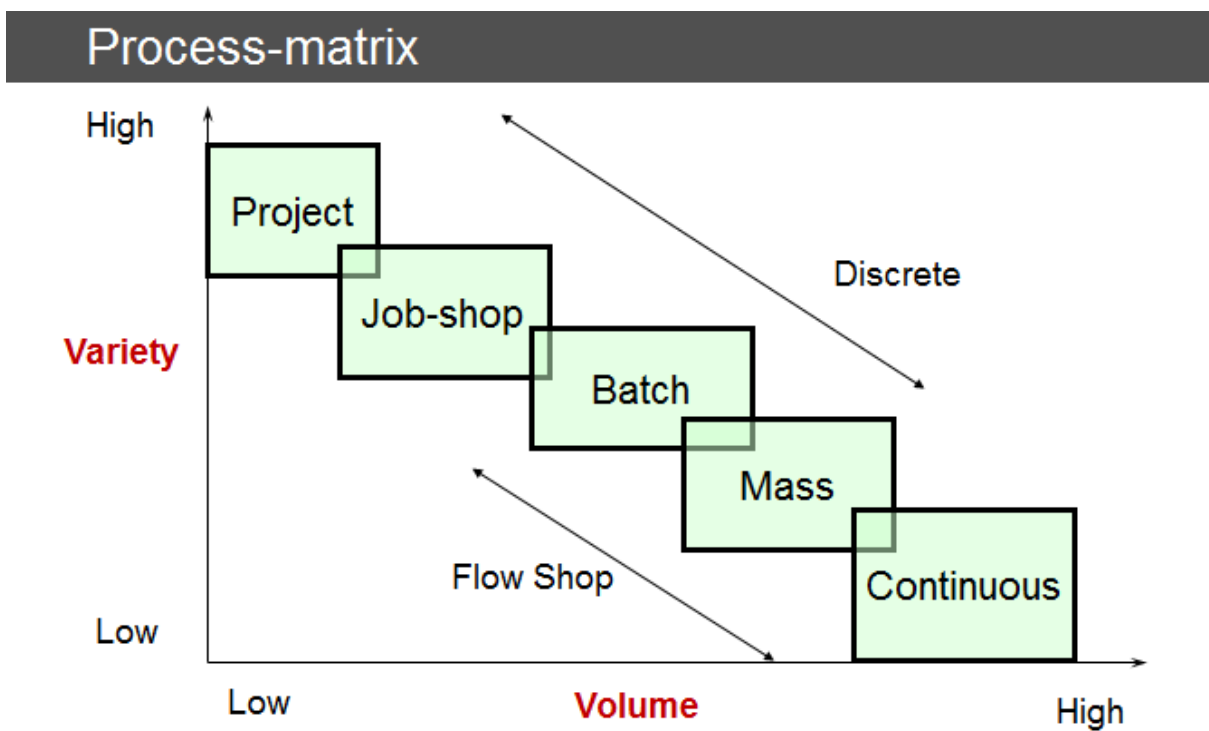


Figure 6

Customer Order Decoupling Point

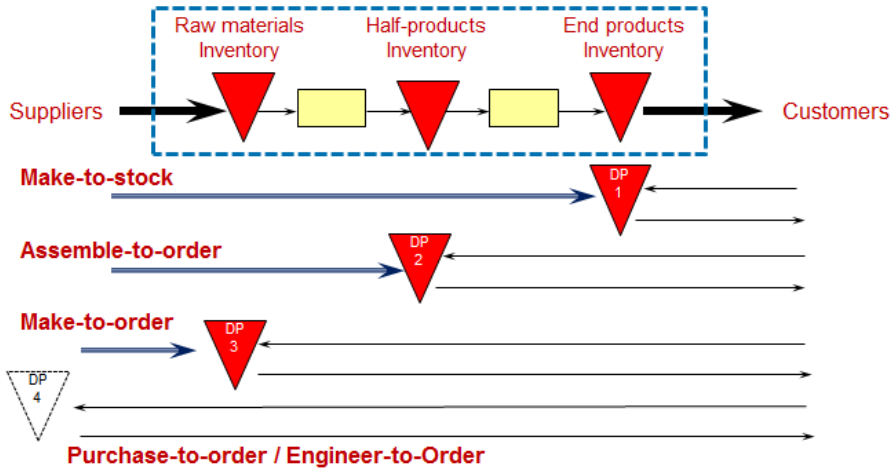


Figure 7