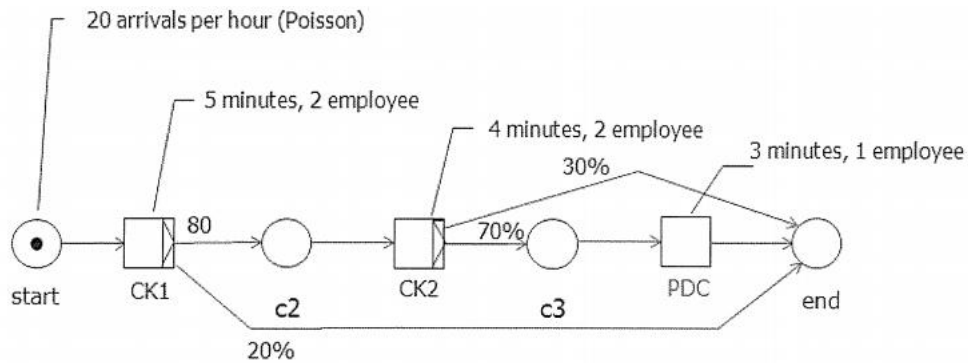


1.

A. Consider a business process for insurance claims in which there are two checks. If these two checks, C1 and C2, are positive, the task C3 is executed. If one of them is negative, C3 is skipped. These two check tasks are independent of each other.



Determine the following performance indicators (show your computations) for above process.

- (i) Average number of cases in progress (in above process)
- (ii) Average completion time (throughput time)
- (iii) Average waiting time for each task