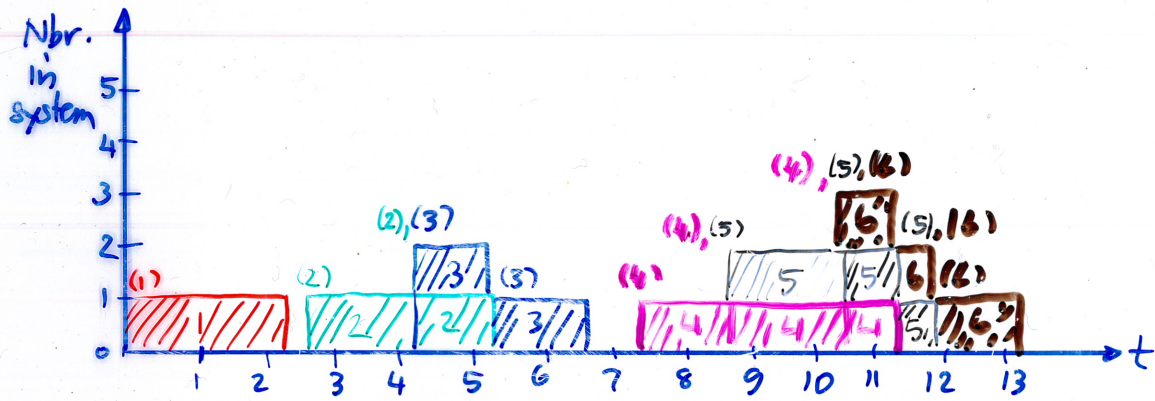
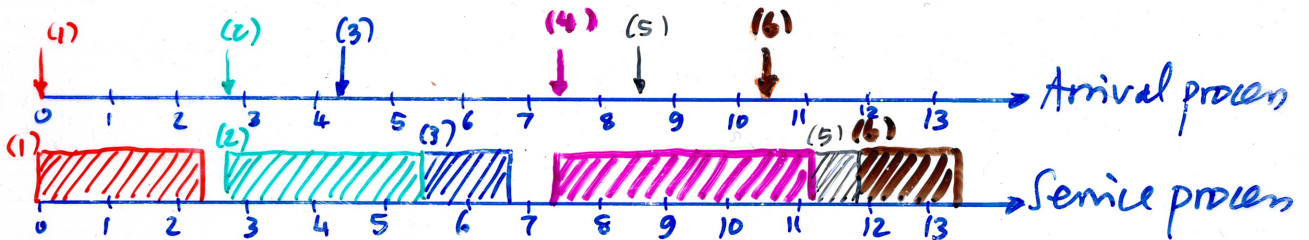


What happens when there are variations in arrival & service process?

Now assume that

average time between arrivals is 3 minutes
 average service time is 2 minutes



When there's variability, a queue forms even when
 time between two arrivals $<$ time required to complete service on the first