

Due: Wednesday, January 22nd (11:59 p.m. PT.)

References are to the course textbook (Baker, 3rd edition), except as noted.

Reading

For Monday, January 20th, to the end of Chapter 2.

For Wednesday, January 22nd, Chapter 3, Sections 1 through 4.

Exercise to hand in

Case 3.3 (Staffing a Call Center) from Hillier and Lieberman’s “Additional Cases”. This problem will be posted on the course Canvas site.

This problem requires detailed written answers, typeset in \LaTeX . You should also provide details of how you solved the problems, including the relevant spreadsheets.

Submissions will be via upload to Crowdmark for the written solutions and Canvas for the Excel files. Only one group member should make the submission. The submitter should be the person whose surname is first alphabetically.