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(57) Abstract :

The present invention relates to the sheet metal automobile component manufacturing industry is facing a problem of high waiting time of dies in the Queue and they are paying penalty as waiting cost. At present there are three service points. If we increase the number of service points, the waiting time and hence waiting cost will obviously decrease, but service cost, on the other hand will increase. It shows that we have two opposite costs and we can have a trade-off between these two costs to find the optimum number of service points, which in fact, is the objective of this thesis that will be dealt with later on. Therefore, the company is interested in knowing the optimum number of service point so that waiting cost can be reduced which in turn will result in the reduction of risk of losing the customers.

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