Resource Requirement Validation in a Service Sector

Key Points
-Overtime and idle time both exist
-Shift of the allocation activity to be the first step of the process
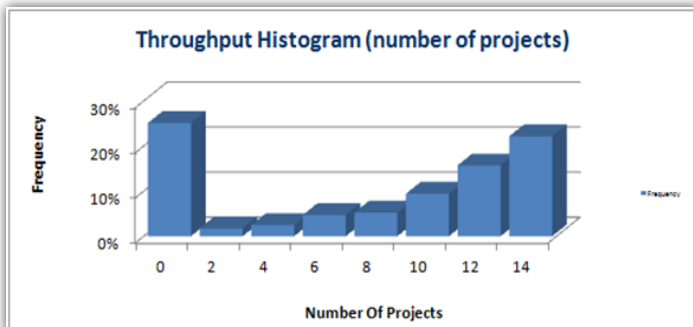
Client's Challenge_____
-Visualizing operations in complete detail
-Process intricacies cannot be mathematically quantified
-Resource requirement
-Identification of process bottlenecks

PMI's Approach_____
-Data collection and Analysis of Data
-Random data used for arrivals, line item size etc. to replicate the actual system
-All process intricacies put in
-Building, verification and analysis of baseline model results; Bottleneck identification
-Visualization of job Queue time
-Overtime record

Findings & Recommendations_____
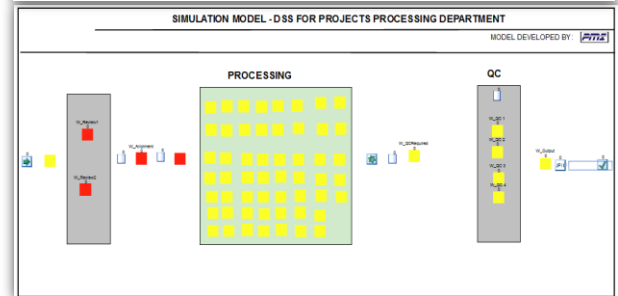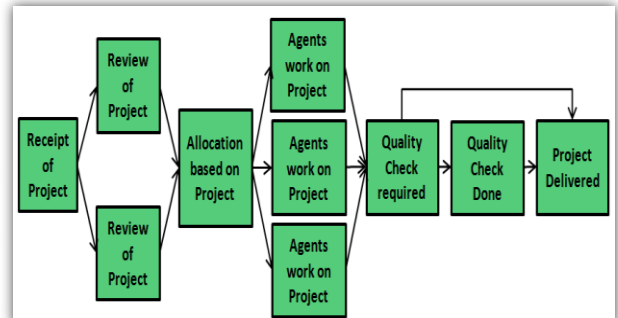-Turn Around Time misses recorded for further analysis
-Agents time in state obtained to understand utilization
-New allocation strategy tested on the model

Processing Queue	Minimum	Average	Maximum
	0	0.32	8

Throughput Histogram (number of projects)

Time in State

*Data shown here has been modified to protect client confidentiality

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