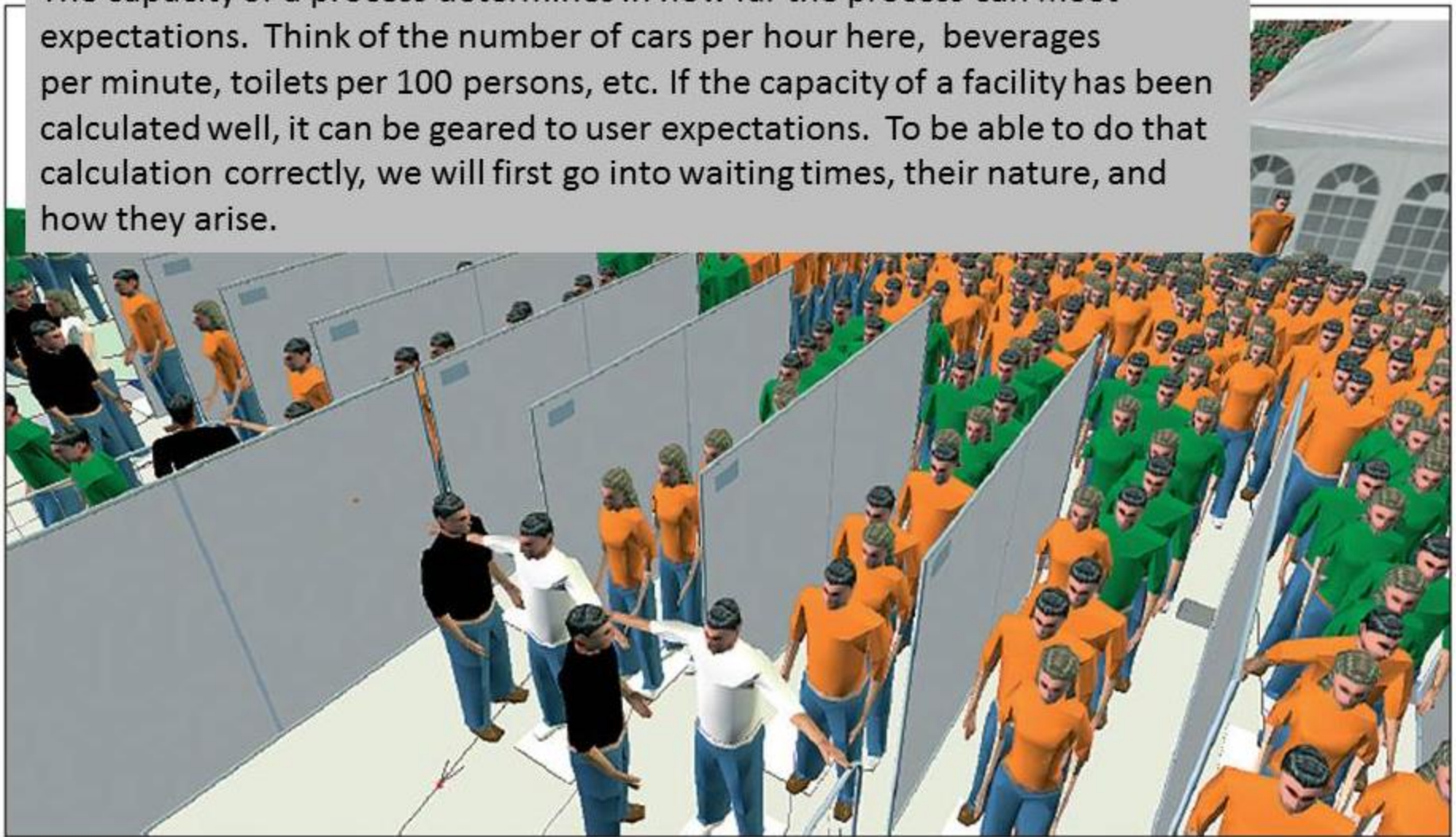


Chapter 6: Influencing Processes

The capacity of a process determines in how far the process can meet expectations. Think of the number of cars per hour here, beverages per minute, toilets per 100 persons, etc. If the capacity of a facility has been calculated well, it can be geared to user expectations. To be able to do that calculation correctly, we will first go into waiting times, their nature, and how they arise.



6.14 A simulation model of a visitation process Source: Roelofsen (2010)