

Due: Friday, January 29rd (11:59 p.m. PT.)

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

Reading

For Wednesday, January 27th, to the end of Chapter 2.

For Friday, January 29th, 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.

Each group will send their solutions to the instructor in a single e-mail with all the relevant files (.pdf and .xlsx) attached.