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# The queuing theory application in bank service optimization

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Huimin Xiao ; Guozheng Zhang **All Authors**

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#### Abstract:

Lines of waiting customers are always very long in most of banks. The essence of this phenomenon is the low efficiency of queuing system. In this paper, the queuing number, the service windows number and the optimal service rate are investigated by means of the queuing theory. In technology, the optimal problem of the bank queuing is solved. The time of customer queuing is reduced. The customer satisfaction is increased. It was proved that this optimal model of the queuing is feasible. By the example, the results are effective and practical.

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