

Exam Optimization of Business Processes

5 July 2022

This exam consists of **5** problems, each consisting of several questions.

All answers should be motivated, including calculations, formulas used, etc.

It is allowed to use 1 sheet of paper (or 2 sheets written on one side) with **hand-written** notes.

The minimal grade is 1, the maximal grade is 10. The points that can be achieved are indicated next to the questions.

The use of a calculator and a dictionary are allowed.

A table with the normal distribution and a table with the Poisson distribution are attached.

1a (1). Give the mathematical programming formulation of aggregate production planning and explain the variables.

b (0.5). Suppose there are fixed costs k_m every time period you use resource m . Include these costs in the formulation and make sure the problem remains linear.

c (0.25). Give an alternative method to solve this problem and give a disadvantage of both methods.

2. A project has the following activities:

Activity	Preceding activities	Duration
A	-	1
B	E	1
C	E,F	2
D	B,C,G	1
E	A,F	2
F	-	2
G	-	3

a (0.5). Make a graph representation of this project.

b (0.75). Compute the earliest finish time of the project and all earliest and latest starting times of the activities.

- c (0.25). Give the definitions of slack, critical activity, and critical path.
- d (0.5). Compute in the example project the slack of each activity. What is the critical path?
- e (0.5). Now project durations are stochastic, each having a standard deviation of 0.5. According to PERT, what is the probability the project is ready after 8 time units?
- f (0.25). For cost reasons activity B and F will take 1 time unit more. Explain how this will influence the finish time of the project.

3. A hospital has two specialties with similar lengths-of-stay and a load of 4 and 6 Erlang, respectively.

a(0.5). Assuming different wards with 6 and 8 beds, compute the blocking probabilities per ward using the table with the Poisson distribution.

b (0.25). Do the same, but now when the wards are merged.

Now we have a shared ward but also 4 earmarked beds for each specialty.

c (0.5). Draw the state-transition diagram and explain how you can compute the blocking probabilities.

d (0.5). Give two advantages of the system with earmarked beds.

4. A hotel with 10 rooms uses two prices: 300 (class 1) and 200 (class 2). Demand for both is Poisson distributed with average 5, class 2 books before class 1.

a (0.75). Determine the number of room that needs to be kept free for class 1 in order to maximize the expected revenue.

b (0.5). Give a formula for the total expected revenue.

c (0.5). Class 1 bookings have marginal costs of 100 (welcome drink, cleaning, etc.) and class 2 50. Determine the reservation level that maximizes the expected profit.

5a (0.33). For which type of scheduling problems does NW groep use a 4-week cyclic schedule according to Nienke Rutgers?

5b (0.33). Which values did Floris Beltman's (Performance) predict in his forecasting example?

5c (0.33). Give two different possible definitions of a covid-patient, according to Bernard Zweers's (Doing the Math) presentation.

Table with values of $\mathbb{P}(X > k)$ with X a Poisson distributed random variable with mean μ

	values of μ									
values of k	1	2	3	4	5	6	7	8	9	10
0	0.632	0.865	0.950	0.982	0.993	0.998	0.999	1.000	1.000	1.000
1	0.264	0.594	0.801	0.908	0.960	0.983	0.993	0.997	0.999	1.000
2	0.080	0.323	0.577	0.762	0.875	0.938	0.970	0.986	0.994	0.997
3	0.019	0.143	0.353	0.567	0.735	0.849	0.918	0.958	0.979	0.990
4	0.004	0.053	0.185	0.371	0.560	0.715	0.827	0.900	0.945	0.971
5	0.001	0.017	0.084	0.215	0.384	0.554	0.699	0.809	0.884	0.933
6	0.000	0.005	0.034	0.111	0.238	0.394	0.550	0.687	0.793	0.870
7	0.000	0.001	0.012	0.051	0.133	0.256	0.401	0.547	0.676	0.780
8	0.000	0.000	0.004	0.021	0.068	0.153	0.271	0.407	0.544	0.667
9	0.000	0.000	0.001	0.008	0.032	0.084	0.170	0.283	0.413	0.542
10	0.000	0.000	0.000	0.003	0.014	0.043	0.099	0.184	0.294	0.417
11	0.000	0.000	0.000	0.001	0.005	0.020	0.053	0.112	0.197	0.303
12	0.000	0.000	0.000	0.000	0.002	0.009	0.027	0.064	0.124	0.208
13	0.000	0.000	0.000	0.000	0.001	0.004	0.013	0.034	0.074	0.136
14	0.000	0.000	0.000	0.000	0.000	0.001	0.006	0.017	0.041	0.083
15	0.000	0.000	0.000	0.000	0.000	0.001	0.002	0.008	0.022	0.049
16	0.000	0.000	0.000	0.000	0.000	0.000	0.001	0.004	0.011	0.027
17	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.002	0.005	0.014
18	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.001	0.002	0.007
19	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.001	0.003
20	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.002
21	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.001
22	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
23	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
24	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
25	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000

Table with values of $\mathbb{P}(0 < X < x + y)$ with X a random variable with a standard normal distribution

	values of y									
values of x	0	0.01	0.02	0.03	0.04	0.05	0.06	0.07	0.08	0.09
0	0.000	0.004	0.008	0.012	0.016	0.020	0.024	0.028	0.032	0.036
0.1	0.040	0.044	0.048	0.052	0.056	0.060	0.064	0.067	0.071	0.075
0.2	0.079	0.083	0.087	0.091	0.095	0.099	0.103	0.106	0.110	0.114
0.3	0.118	0.122	0.126	0.129	0.133	0.137	0.141	0.144	0.148	0.152
0.4	0.155	0.159	0.163	0.166	0.170	0.174	0.177	0.181	0.184	0.188
0.5	0.191	0.195	0.198	0.202	0.205	0.209	0.212	0.216	0.219	0.222
0.6	0.226	0.229	0.232	0.236	0.239	0.242	0.245	0.249	0.252	0.255
0.7	0.258	0.261	0.264	0.267	0.270	0.273	0.276	0.279	0.282	0.285
0.8	0.288	0.291	0.294	0.297	0.300	0.302	0.305	0.308	0.311	0.313
0.9	0.316	0.319	0.321	0.324	0.326	0.329	0.331	0.334	0.336	0.339
1	0.341	0.344	0.346	0.348	0.351	0.353	0.355	0.358	0.360	0.362
1.1	0.364	0.367	0.369	0.371	0.373	0.375	0.377	0.379	0.381	0.383
1.2	0.385	0.387	0.389	0.391	0.393	0.394	0.396	0.398	0.400	0.401
1.3	0.403	0.405	0.407	0.408	0.410	0.411	0.413	0.415	0.416	0.418
1.4	0.419	0.421	0.422	0.424	0.425	0.426	0.428	0.429	0.431	0.432
1.5	0.433	0.434	0.436	0.437	0.438	0.439	0.441	0.442	0.443	0.444
1.6	0.445	0.446	0.447	0.448	0.449	0.451	0.452	0.453	0.454	0.454
1.7	0.455	0.456	0.457	0.458	0.459	0.460	0.461	0.462	0.462	0.463
1.8	0.464	0.465	0.466	0.466	0.467	0.468	0.469	0.469	0.470	0.471
1.9	0.471	0.472	0.473	0.473	0.474	0.474	0.475	0.476	0.476	0.477
2	0.477	0.478	0.478	0.479	0.479	0.480	0.480	0.481	0.481	0.482
2.1	0.482	0.483	0.483	0.483	0.484	0.484	0.485	0.485	0.485	0.486
2.2	0.486	0.486	0.487	0.487	0.487	0.488	0.488	0.488	0.489	0.489
2.3	0.489	0.490	0.490	0.490	0.490	0.491	0.491	0.491	0.491	0.492
2.4	0.492	0.492	0.492	0.492	0.493	0.493	0.493	0.493	0.493	0.494
2.5	0.494	0.494	0.494	0.494	0.494	0.495	0.495	0.495	0.495	0.495
2.6	0.495	0.495	0.496	0.496	0.496	0.496	0.496	0.496	0.496	0.496
2.7	0.497	0.497	0.497	0.497	0.497	0.497	0.497	0.497	0.497	0.497
2.8	0.497	0.498	0.498	0.498	0.498	0.498	0.498	0.498	0.498	0.498
2.9	0.498	0.498	0.498	0.498	0.498	0.498	0.498	0.499	0.499	0.499
3	0.499	0.499	0.499	0.499	0.499	0.499	0.499	0.499	0.499	0.499