

BACHELOR OF ENGINEERING (HONS.) IN ELECTRICAL & ELECTRONICS

DESIGN OF QUEUING MANAGEMENT SYSTEM

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## ABSTRACT

This study, 'Design of Queuing Management System' touches all areas pertaining to the conceptual design and implementation of queuing management system or customer flow management. The system is able to fulfill the need to enhance a corporation's corporate image and increases productivity by improving the efficiency and effectiveness of the operations and provide customers with an excellent customer service. In addition, the system would bring the corporation a greater competitive advantage for its rivals. This paper demonstrates the characteristics of the system and the benefits of utilizing it. It presents the development of a system for managing customer queues at service counters and to supervise the movement of customers' transaction at the Records & Finance Office counters. It records all transactions and save it in the system's database. The system administrator would be able to view and print this log of queue data and summary reports. The system could also be reset at a preset time daily or as and when needed. The usage of this system would help the management by producing statistical reports on information such as arrival rates and patterns, waiting and service times, and default and renege cases. This automated system is the perfect solution to overcome counter congestion and it can be used in many sectors including finance, government and private sector, healthcare and commerce, or any establishments where queuing is needed.