

## DAFTAR GAMBAR

Gambar 2.1	Sistem Antrian	II – 1
Gambar 2.2	<i>Single Chanel – Single Phase</i>	II – 7
Gambar 2.3	<i>Single Chanel – Multiple Phase</i>	II – 8
Gambar 2.4	<i>Multiple Chanel – Single Phase</i>	II – 8
Gambar 2.5	<i>Multiple Chanel – Multiple Phase</i>	II – 9
Gambar 2.6	Grafik Distribusi Poisson	II – 12
Gambar 2.7	Grafik Distribusi Eksponensial	II – 13
Gambar 2.8	Model Keputusan Ongkos Total	II – 32
Gambar 2.9	Model Keputusan Tingkat Aspirasi	II – 36
Gambar 3.1	<i>Flow Chart</i>	III – 14
Gambar 4.1	Grafik Distribusi Kedatangan Nasabah	IV – 17
Gambar 4.2	Grafik Distribusi Poisson	IV – 19
Gambar 4.3	Grafik Uji Keseragaman Data Waktu Pelayanan	IV – 23
Gambar 4.4	Grafik Distribusi Waktu Pelayanan	IV – 28
Gambar 4.5	Grafik Distribusi Eksponensial	IV – 31
Gambar 4.6	Kurva Ongkos Total (TC)	IV – 46
Gambar 5.1	Simulasi untuk 3 Loket	V – 53