Due: Group Report: Tuesday, April 19 – class time
    Individual: Tuesday, April 26 – class time

All data collected is to be shared among the group members. A minimum of 100
interarrival times and completed services are required. There will be 2 grades – one
for the group report and one for the individual analysis & report.

**Group Analysis and Report**
Except for the original data sheets, all work must be completed in Word and Excel. The
report is to be a thorough analysis of the system being observed, such as you might
present to a client hiring you to evaluate their system. Therefore everything is to be
typewritten and in Very Professional and Formal form. Use a cover sheet with the
system (business) name and the names of the team members.

Include (at least) the following information in the report:
- Team members and how the work was distributed among the team
- Name, address, & description of the observed system, with diagram
- Description of observation plan and rationale for the times observed, location of
  observer, observation schedule with names
- Summary of data –
  - average, maximum & minimum of
    - Interarrival time
    - Service time
    - Wait time in Queue
  - Server(s) utilization
- Conclusions regarding the system - potential problems and solutions – base
  conclusions on data, not opinion
- Attach original data collection sheets; on each sheet write date & time of
  collection and name of persons collecting

**Individual Reports – Analysis of Data (Total of 4 Chi Square Tests)**
For the interarrival times complete the following analysis:
- Graph the data twice, using different ranges (categories) – at least 10 categories
- Based on the “Look” of the graphs, complete 2 Chi Square tests for comparison
to uniform, exponential or normal (any 2 of 3) – state null hypothesis and results

For the service times complete the following analysis:
- Graph the data twice, using different ranges (categories) – at least 10 categories
- Based on the “Look” of the graphs, complete 2 Chi Square tests for comparison
to uniform, exponential or normal (any 2 of 3) – state null hypothesis and results

Turn in a brief written summary of your results and attach the spreadsheets containing
all the details. Be sure the spreadsheets are well labeled and documented.