ABSTRACT

Queue is a process of density in a service. Density occurs due to a limited service or no other service so, that the costumer just came to there. The example in a Queue is waiting in line to get a service at a hospital.

The data used is data of patients in Soediran Mangun Sumarso Wonogiri Hospital in January to March 2013 and refers to Standard Operational Procedure. Queuing System used in that hospital is a Multi Channel – Multi Phase method.

In this final project will be carried out analysis of queuing system that has been implemented at the hospital (existing), and then will be created a new system (propose) as a solution to overcome the density in queue system in that hospital.

Results of this final project is a new sistem (propose) provide a solution of density of the queuing system in Soediran Mangun Sumarso Wonogiri Hospital. So, that hospital service are becoming more effective and efficient.

Keywords : Queue,Customer, Existing, Propose, Multi Channel Multi Phase.