

TITLE: Terminal Digit Workload Scheduling Project

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AUTHOR(S): Anthony DeMaio

REPORT NUMBER: Unnumbered (NRN99)

NTIS NUMBER: None

FUNDING SOURCE: Departmental Budget

PROJECT OBJECTIVE:

To develop a computerized workload scheduling system for the terminal digit (TD) operators.

SUMMARY:

In the process of developing quality improvement strategies for the TO operations unit, it was suggested that Research develop a computer model for workload scheduling. A FORTRAN program with complete documentation was developed and tested. The program was written using the "product mix" linear programming model to maximize work output. After being successfully tested, the computer program was transmitted to the Division of Headquarters Operations for possible implementation.

IMPLEMENTATION STATUS OF FINDINGS AND RECOMMENDATIONS:

Headquarters Operations decided not to implement the model.

SUPPLEMENTARY INFORMATION:

None.