

Lecture #21

Prof. John W. Sutherland

March 3, 2006

MichiganTech

© John W. Sutherland

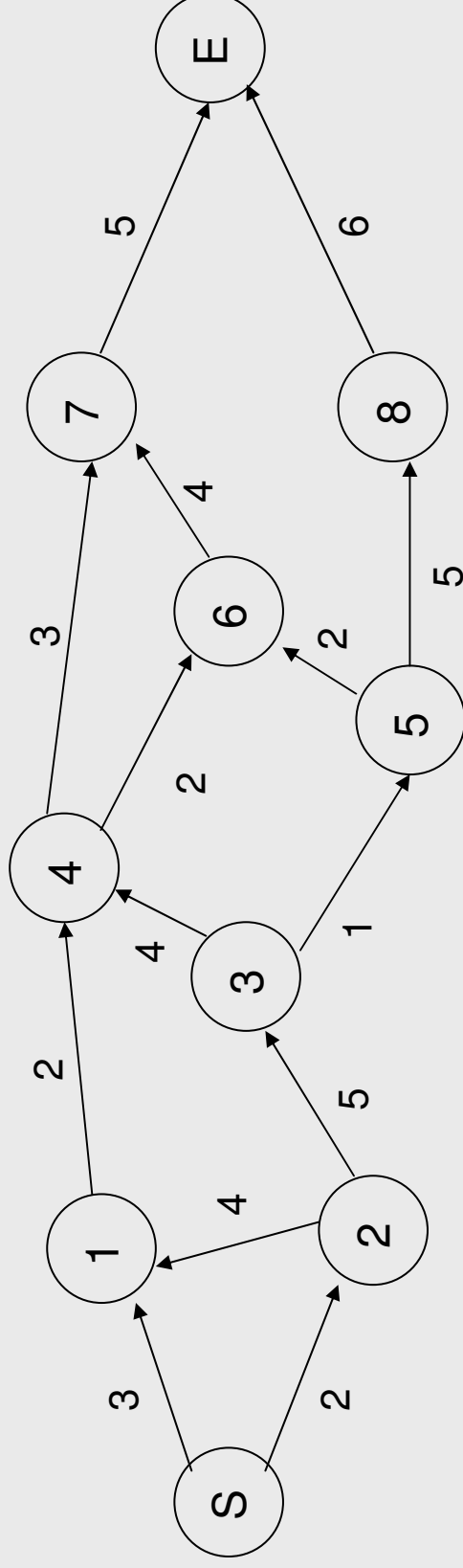
Service Processes & Systems
Dept. of Mechanical Engineering - Engineering Mechanics
Michigan Technological University

Applications of Graphs/Networks

- ❖ Konigsberg bridge problem
- ❖ Kirchhoff circuit laws
- ❖ Four color map problem
- ❖ Shortest Path Problem
- ❖ Routing and Scheduling
- ❖ Products – Assembly/Disassembly

Paths

- ❖ An arc – represents a path (with distance)
- ❖ Node – represents a location
- ❖ What is best way to get from S to E?



Routing and Scheduling

- ❖ Scheduling of customer service and routing of service vehicles critical to many service operations
- ❖ Some services (e.g., school buses and repair businesses) delivery is critical to the performance of the service
- ❖ Other services (e.g., mass transit and trucking firms) timely delivery is the service

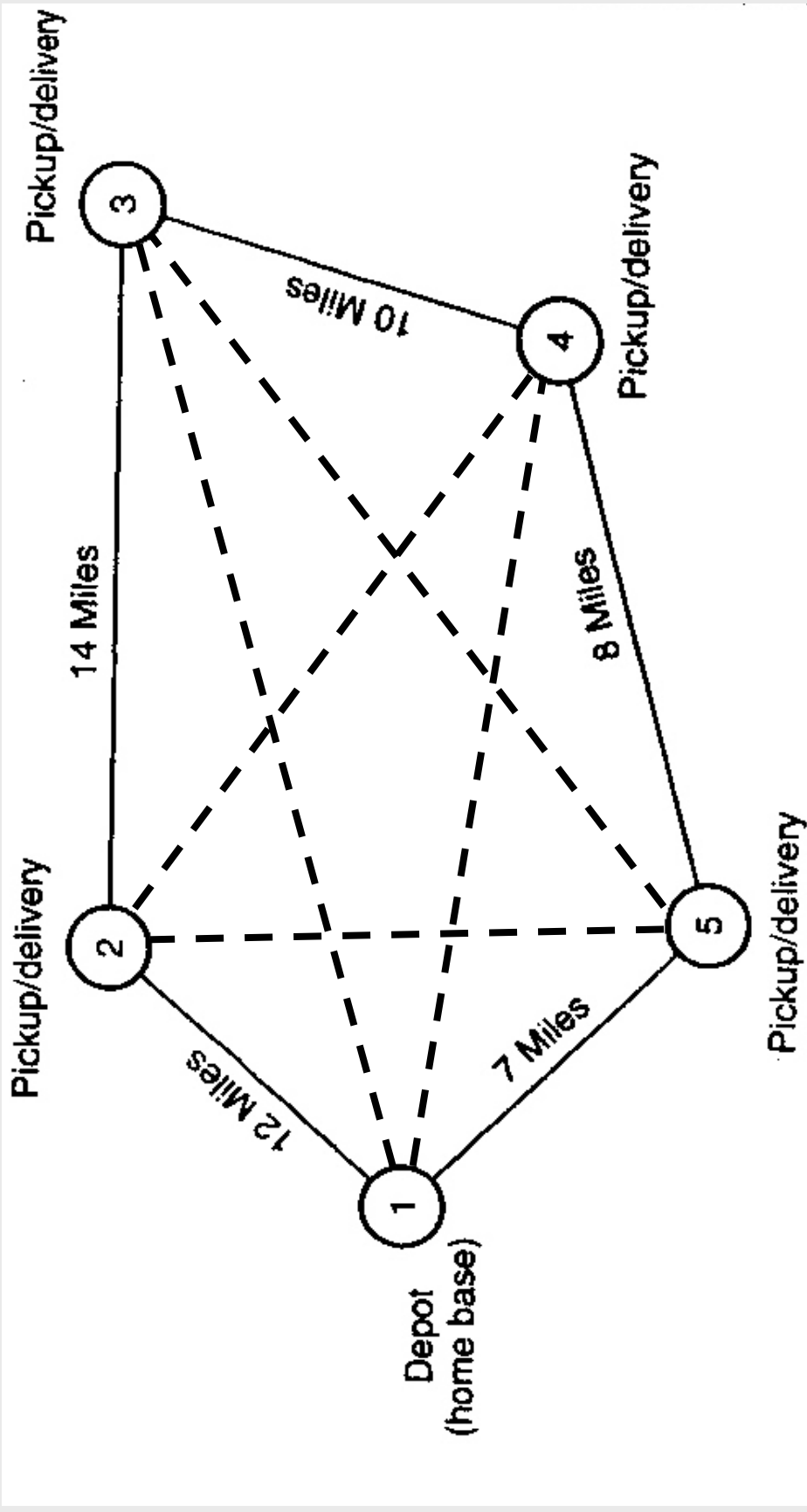
Service delivery example: Meals-for-ME

- ❖ Private, nonprofit meal delivery program for the elderly in Maine – Meals-for-ME – home delivery of hot meals
- ❖ For eligible individuals, program also supports a “congregate” program that provides daily transportation to group-meal sites
- ❖ Scheduling of volunteer delivery personnel and vehicles as well as construction of routes is done on a weekly to monthly basis.

Objectives

- ❖ Objective of most routing and scheduling problems – minimize service cost
 - ❑ Vehicle capital costs
 - ❑ Mileage
 - ❑ Personnel costs
- ❖ For public sector (e.g., schools) a typical objective is to minimize the total number of student-minutes on the bus
- ❖ For emergency services, minimizing response time is of primary importance

Routing Network Example



Characteristics

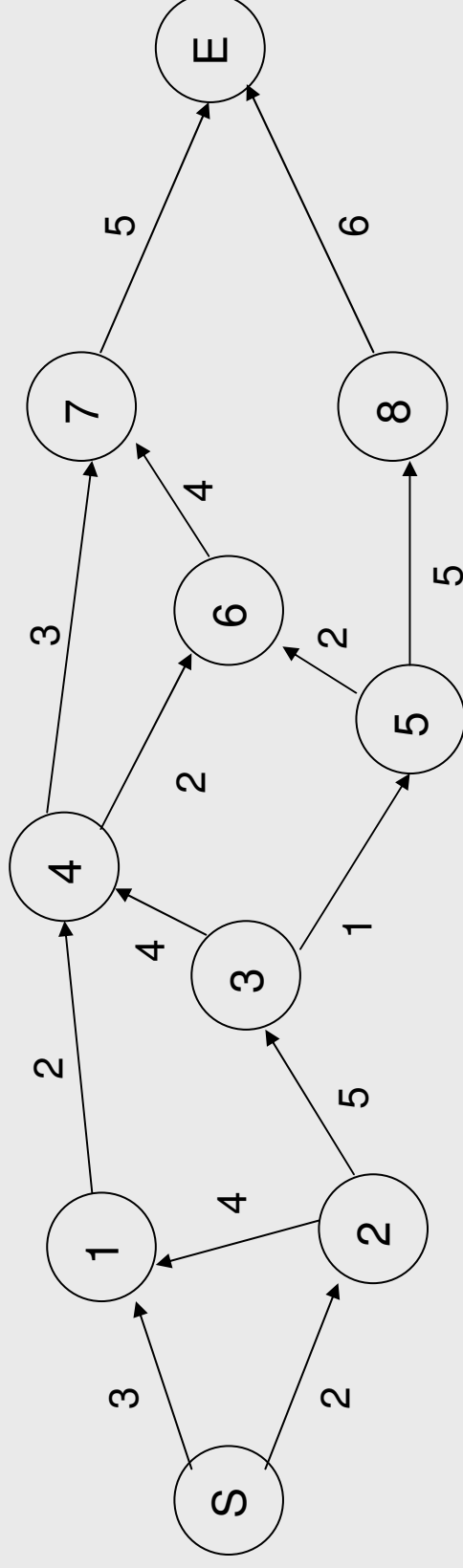
- ❖ Arcs describe time, cost, or distance of traveling from one node to another.
- ❖ Given an average speed of travel or a distribution of travel times, distance can be easily converted to time.
- ❖ The solid lines in previous figure can be viewed as a route for a vehicle
 - Also called a Tour
 - 1 → 2 → 3 → 4 → 5 → 1 or
 - 1 → 5 → 4 → 3 → 2 → 1
 - Total distance = 51 miles

Characteristics

- ❖ The minimum-cost solution is subject to the tour being feasible:
 - ❑ A tour must include all nodes
 - ❑ A node must be visited only once
 - ❑ A tour must begin and end at a depot
- ❖ The route specifies the sequence in which the nodes (or arcs) are to be visited, and a schedule identifies when each node is to be visited.
- ❖ Traveling salesman problem

Activity Network

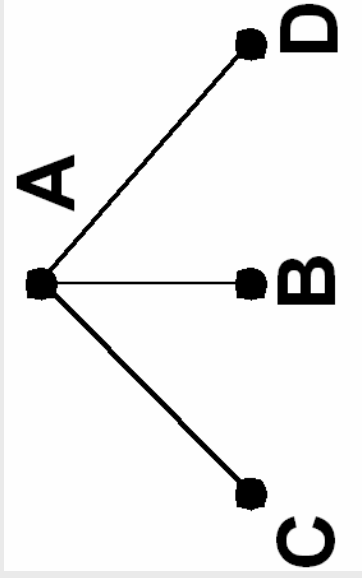
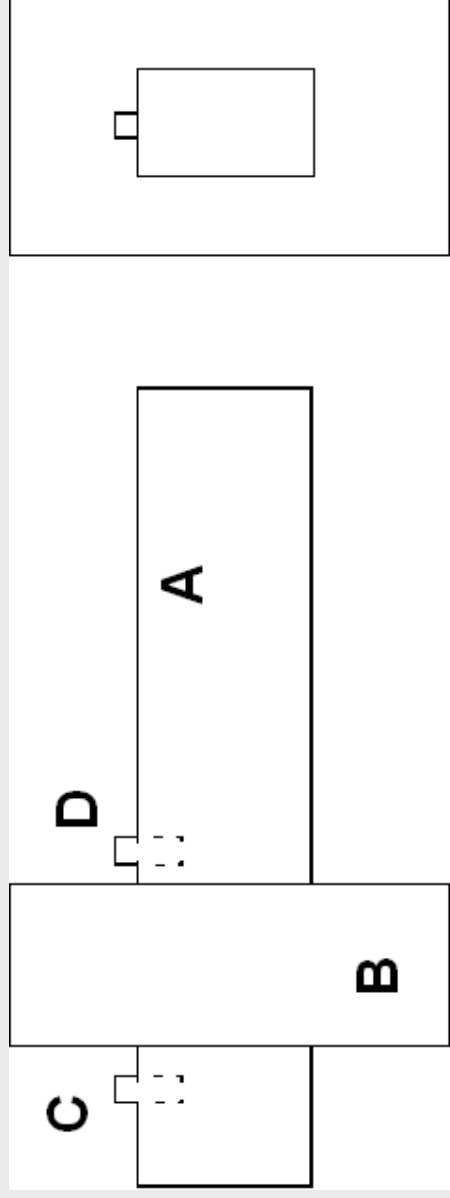
- ❖ An arc – represents an activity
- ❖ Node – represents an event – completing the activity
- ❖ When will E be reached?



Products: Assembly/Disassembly

- ❖ Liaison diagram
- ❖ Product hierarchies
- ❖ And/Or Diagram – Alternatives
- ❖ Assembly/Disassembly process

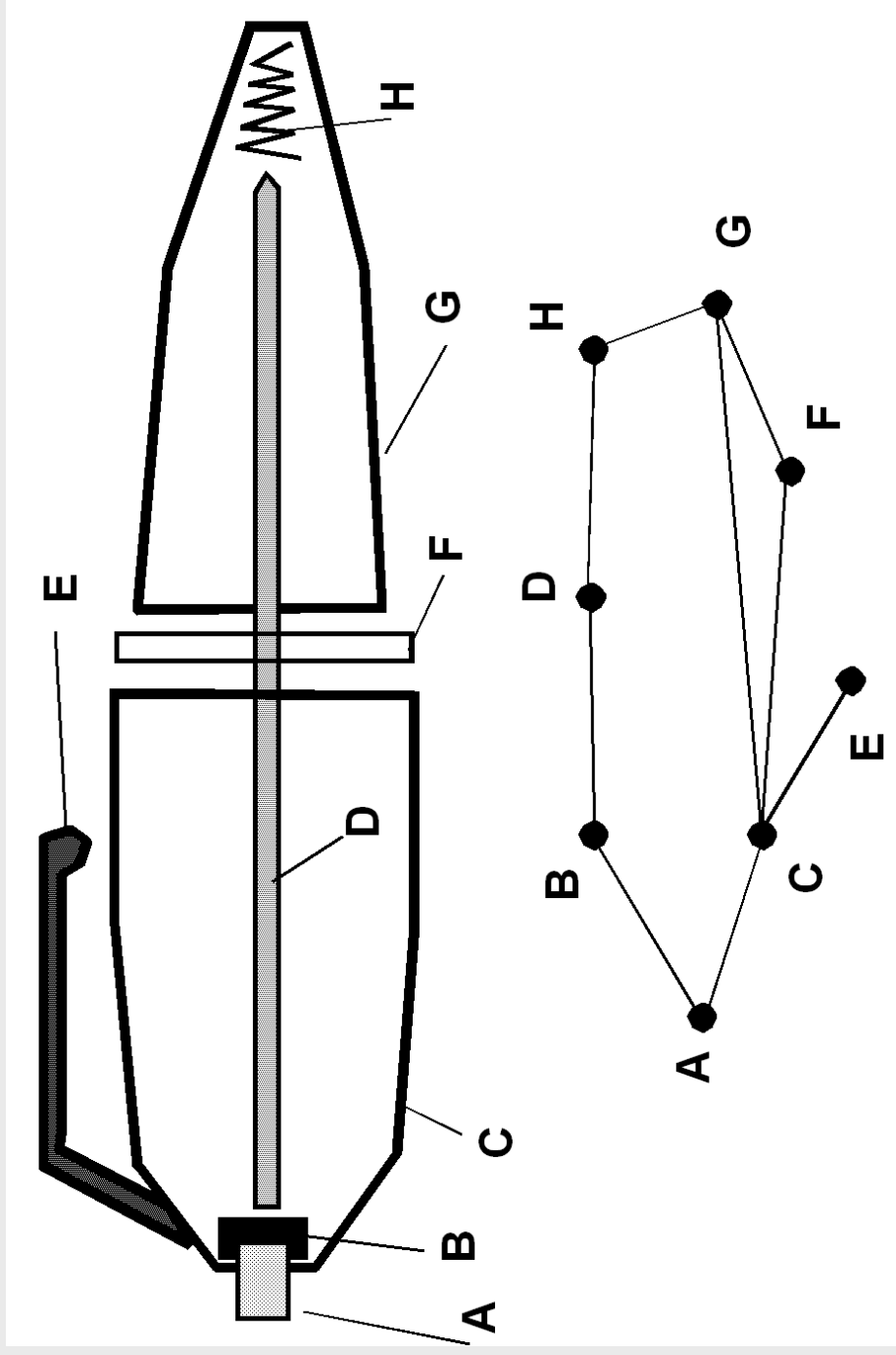
Liaison Diagram



Which parts are touching?

Termed a product hierarchy

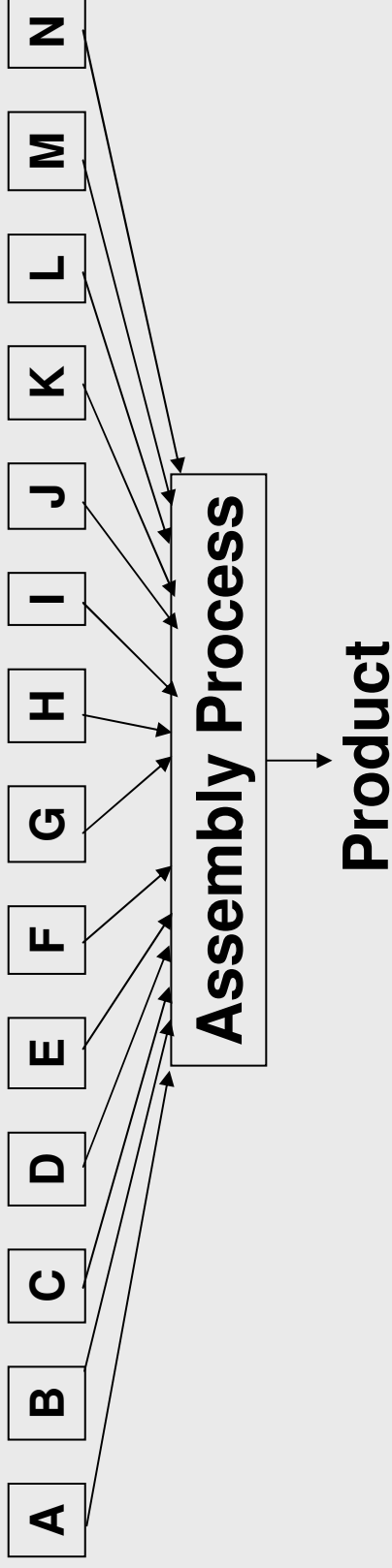
Another Liaison Diagram – Product Hierarchy



Product Hierarchy

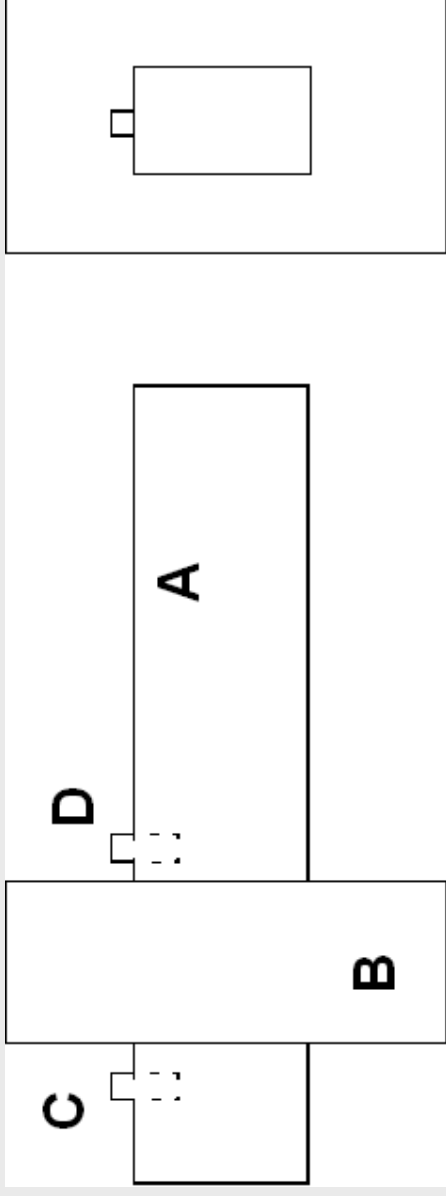
- ❖ Which type of hierarchy is preferred.
- ❖ Taller – more modularity
- ❖ Flatter – easier to replace individual components

Assembly



- ❖ How do we do the assembly?
- ❖ In what order to we handle the parts?

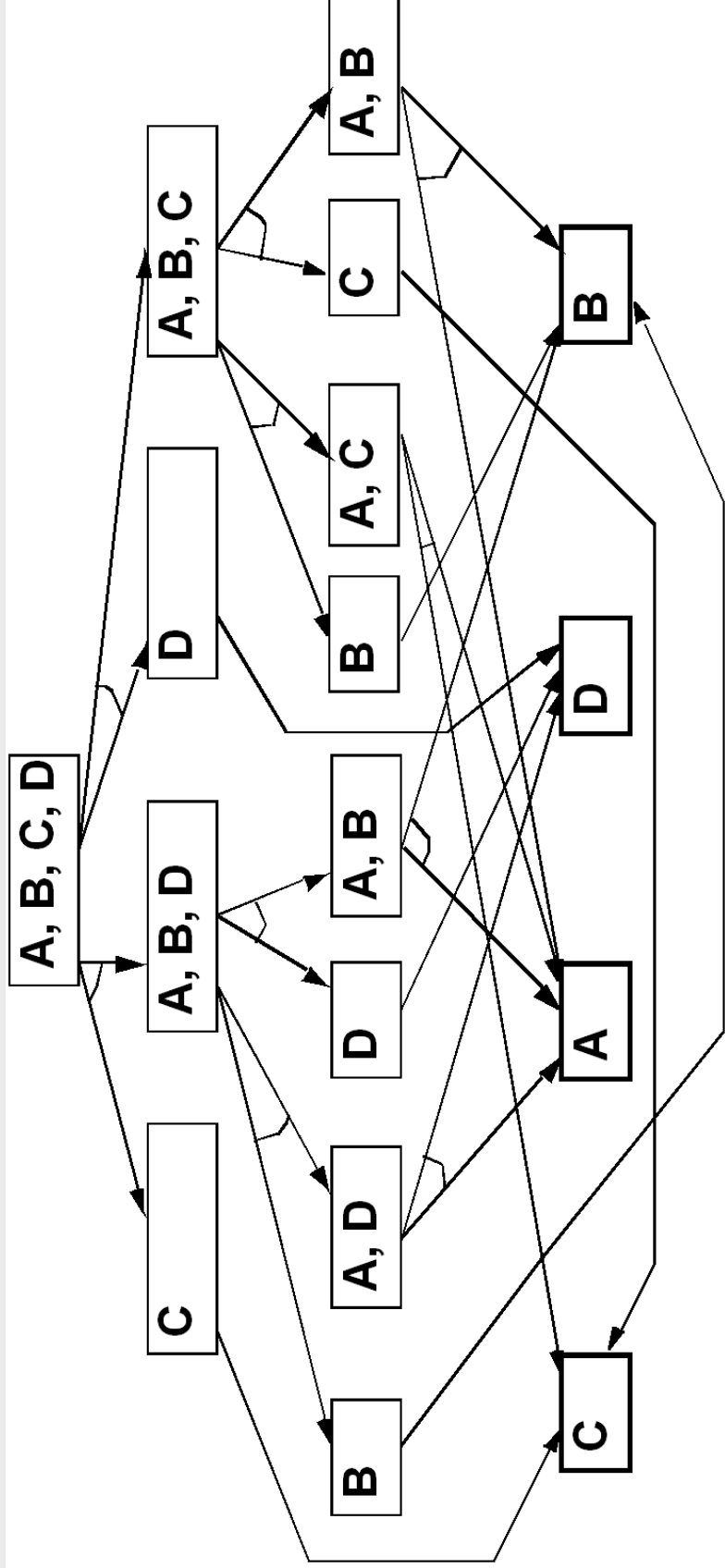
Disassembly Process



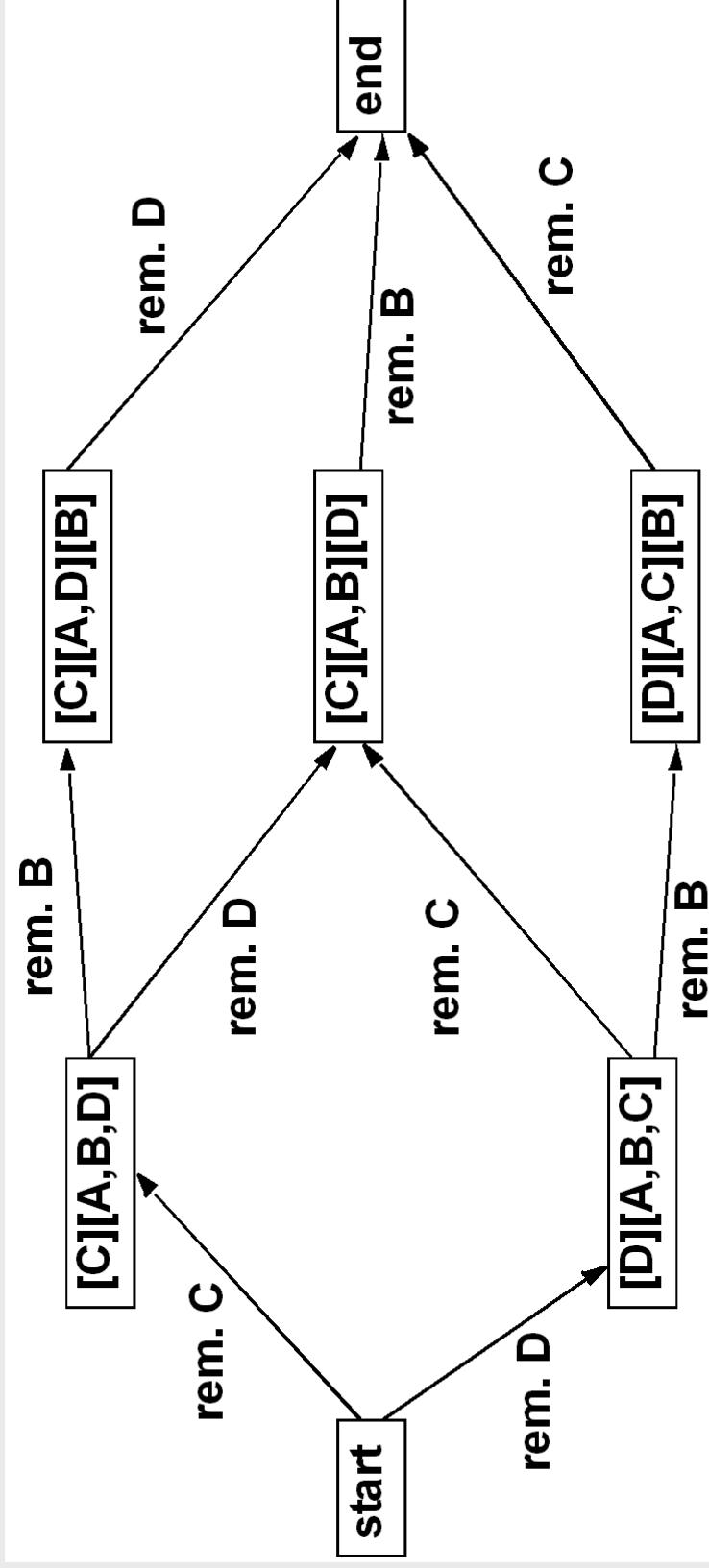
- ❖ Remove C from A
 - ❖ Remove A from B
 - ❖ Remove D from A
- or
- ❖ Remove D from A
 - ❖ Remove A from B
 - ❖ Remove C from A

Disassembly Alternatives

("and or" diagram)

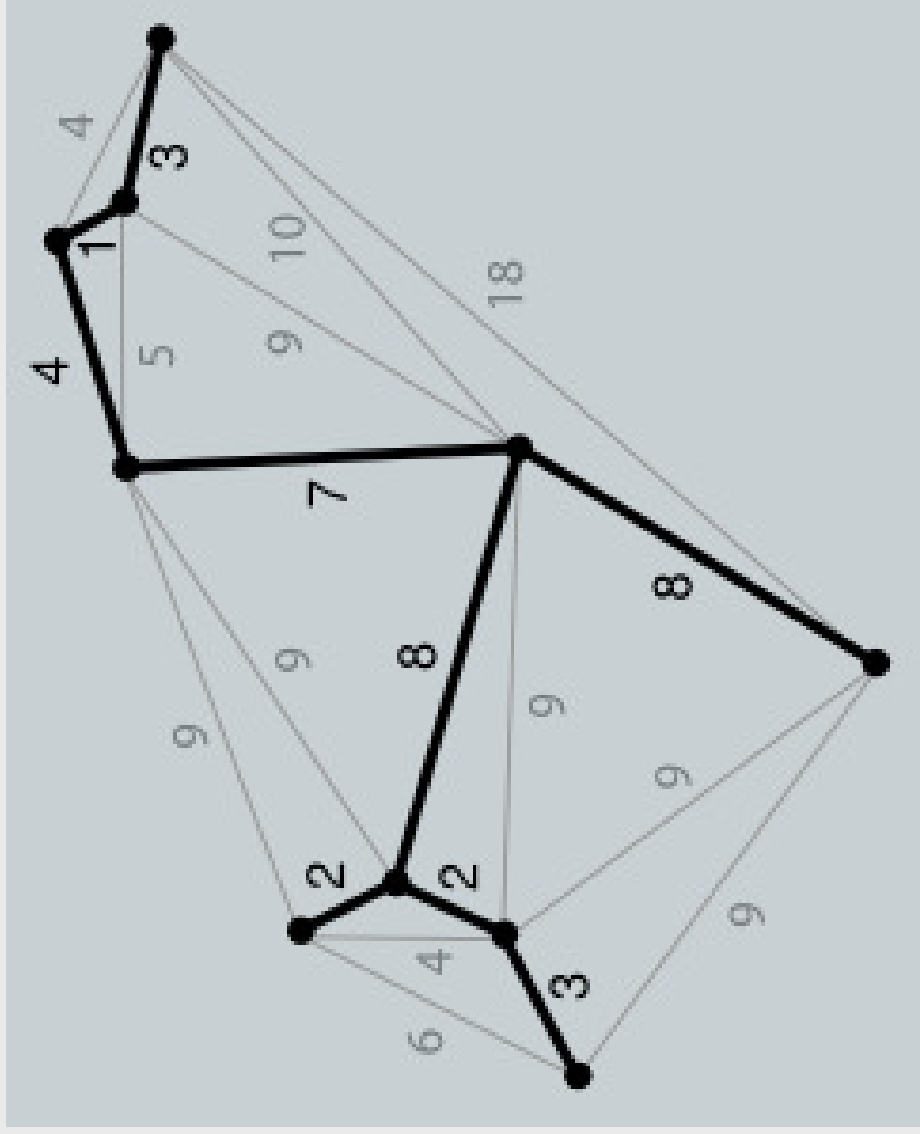


Disassembly Sequence (Network Model) – shortest path problem



Separate subassemblies in []

Minimum Spanning Tree



Flow Network

❖ How many units can we pass from s to t ? How much flow??

