

# Preface

I was fortunate to have a rich and diverse career in industry and academia. This included working at International Harvester as supervisor of operations research in the corporate headquarters; at IIT Research Institute (IITRI) as a senior scientist with applications that spanned world-wide in industry and government; as a professor in the Industrial Engineering Department at the Illinois Institute of Technology (IIT), in the Stuart School of Business at IIT; and the many years of consulting assignments with industry and government throughout the world. At IIT, I was fortunate to be assigned a broad array of courses, gaining a wide breadth with the variety of topics, and with the added knowledge I acquired from the students, and with every repeat of the course. I also was privileged to serve as the advisor to many bright Ph.D. students as they carried on their dissertation research. Bits of knowledge from the various courses and research helped me in the classroom, and also in my consulting assignments. I used my industry knowledge in classroom lectures so the students could see how some of the textbook methodologies actually are applied in industry. At the same time, the knowledge I gained from the classroom helped me to formulate and develop solutions to industry queuing applications as they unfolded. This variety of experience allowed me to view how queuing theory is and can be used in industry. This book is based on this total experience and also includes the quantitative methods that I found doable and useful.

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