

THE PERFORMANCE OF SELF-CHECKOUTS

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ABSTRACT

Self-checkouts at retail stores help improve customer satisfaction by reducing waiting times of customers. However, there should be more quantitative analyses of supporting the presumption that self-checkouts actually decrease average waiting times at checkout to achieve their goals. This study aims to estimate waiting times of customers via simulation through simulation using the point of sales data from an existing literature. We found that self-checkout counters have longer transaction times though they scan a smaller number of items than cashiers. We also observed that, under a certain setting, the waiting times at self-checkout lanes can be shorter than those at cashiers.

Keywords: Self-checkout, Waiting time, Service at Retailers, Simulation.

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