

## ABSTRACT

*Queuing problem is a problem that is always found in almost all activities performed by humans, especially if it should find bank. So also in Bank Central Asia (BCA) Branch Metro Indah Mall (MIM) Bandung. Although the banks are Standard Operational Procedures (SOP) for 5 minutes waiting time of customers in the system, queues still occur. On the results of observations conducted, Bank Central Asia (BCA) Branch Metro Indah Mall (MIM) Bandung has four teller employed every day from 08.00 am until 16.00 pm. Queues at the bank occurred at the beginning of the month and the end of the month causing delays operating hours Bank Central Asia (BCA) Branch Metro Indah Mall (MIM) to Bandung more than 16.00 pm and each customer is kept waiting more than 5 minutes.*

*The purpose of this study was to determine the exact number of tellers to Bank Central Asia (BCA) Branch Metro Indah Mall (MIM) Bandung matches or nearly SOP The bank, which is 5 minutes. This research method using quantitative research methods and a descriptive study in which the variable operational use is a queuing system multichannel-single phase (M/M/S) because there is more than one server/teller operating and there is only one stage of care that must be passed by the customer to complete the transaction.*

*From the research, that the customers who come in on average per hour as much as 309 in the month of January 2016, while the number of tellers to operate as many as 4 people/day. From the state of mind that the teller's ability to serve customers is 10 people per hour, the average arrival rate of customers is 39 people per hour, the probabilities are 0 people in the system amounted to 0.23%, levels of activity teller of 97%, the average number of customers in the system as many as 41 people, the average number of customers waiting in the queue as many as 37 people, the average time it takes a customer to wait in the queue was 57 minutes and the calculation of the average time a customer in the system is over 63 minutes, time this is what happened in Bank Central Asia (BCA) Branch Metro Indah Mall (MIM) Bandung where the waiting time of customers in the system is not in accordance with the Standard Operational Procedures (SOP) Bank Central Asia (BCA) Branch Metro Indah Mall (MIM) Bandung.*

*Then the researchers calculated the exact number of tellers, and produces a score of 7 on a teller. That is, the bank teller who examined can add as much as 3/day with the benefits of the number of customers waiting in the queue of 10 people waiting in the queue and the time becomes shorter, namely for 16 minutes which will give a better effect than the previous system. And Researcher suggests to researchers who will come to calculate the total cost of the queue and layout according to Bank Central Asia (BCA) Branch Metro Indah Mall (MIM) Bandung.*

*Keywords: Model queue M / M / S, Transaction systems, Banking services*