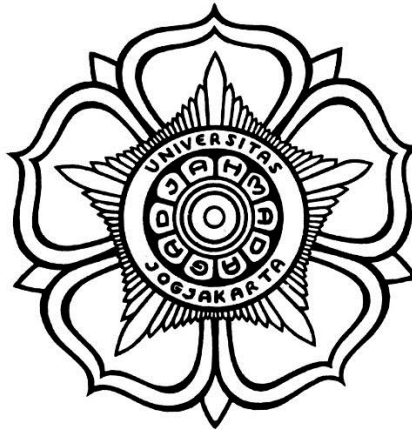


**ASSESSING THE PHARMACEUTICAL COUNTER QUEUING
USING QUEUING THEORY AND PROCESS CHART
AT A HOSPITAL**

Undergraduate Thesis

Thesis Supervisor:

Rika Fatimah P.L., S.T., M.Sc., Ph.D.



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