**Flow Analysis Information**

Booking updates – 30% of which: 6% are cancellations and 24% are rescheduling requests. Customer no-show – 4%

In-studio photo-shootings – 70%

Editing requests – 90% of which: 45% without special requests. Digital copy requests – 95%

Printouts requests – 35% Payments at the studio – 30%

In-person printouts collection – 10%

Reminders for late-payments and for late-collection are required in 3% of the cases.

**Remark – Flow Analysis for OR-gateways**



OR-block Processing Time = (P12 \* max(T1, T2)) + (P1 \* T1) + (P2 \* T2) P12 = probability to execute **both** T1 **and** T2

P1 = probability to execute **only** T1 P2 = probability to execute **only** T2