

ratio of cycle time (queue time + service time) divided by service time.  
for example:

- queue time: 8 weeks
- service time: 2 weeks
- cycle time = 10
- ratio =  $CT/ST = 10/2 = 5$

a ratio of 1 means “no time in queue” because, for example:

$$CT/ST = 2/2 = 1$$

**fact:** the CT/ST ratio and queue size are related

as the ratio goes up, the queue size goes up

