ANDYGROVE.SYSTEMS CONTINUING PROFESSIONAL EDUCATION SYLLABUS // CPD-01 (GRV-CPD-401)
Workload: 7 PDH / CPE / CPD Hrs | Open-Access Online Self-Study + Colab Laboratory
Education Hub: https://andygrove.systems/education
Fresh Preprints: https://andygrove.systems/preprints
Course Module URL: https://andygrove.systems/course/cpd-01

MODULE TITLE: Queueing Networks, Little’s Law (L = lambdaW), Kingman 95% Overload & AI Variance Wedges
PROFESSIONS: COOs, Industrial Engineers, Operations Researchers & Production Planners
CORE LAW: L = lambdaW * W_q ~ [(c_a + c_s)/2] * [u/(1u)] * t * u = 0.95 -> u/(1u) = 19x
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1. COMPETENCY & CONTINUING PROFESSIONAL UPSKILLING OUTCOME:
Quantify why speeding up Routine tasks without filtering bimodal AI service-time variance creates a Kingman queue explosion at human review stations, and compute congestion-dependent escalation thresholds.
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2. ASSIGNED FRESH 2023-2026 PREPRINTS (HTTPS://ANDYGROVE.SYSTEMS/PREPRINTS):
* PP-01: Queue & AI - Variance Wedge (Bartolucci & Vivo, arXiv:2605.27202, 2026)
* PP-04: Clarification Requests Under Limited Human Attention (Wang et al., arXiv:2610.41129, 2026)
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3. HANDS-ON LABS & VERIFICATION:
* Colab / Jupyter Notebook: https://andygrove.systems/notebooks/andygrove-coo-hybrid-operations-upskilling.ipynb
* Live L0-L3 TRM & Kingman Queue Simulators: https://andygrove.systems/calculators
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