

## OPPONENT'S REPORT OF THE MASTER THESIS

Author:

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Topic:

**Improvement of digital support pro-cess using ITIL best practices, Kanban and TOC in multicultural environment**

Goals of the master thesis:

Describe the environment and processes in specified digital agency, try to find the obstacles and bottlenecks and find a way how to deal with them to improve the process efficiency, based on ITIL best-practices, Kanban and TOC.  
Apply the agreed solutions to the current process, executing and measuring progress and results (including evaluations and training all of the stakeholders).

ASSESSMENT	
Criteria	Score
1. Defining the objectives of the work and its fulfillment	Good
2. Difficulty of the topic to theoretical knowledge	Good
3. Difficulty of the topic to practical skills	Good
4. The adequacy of the methods used, ways of their application	Excellent
5. The depth and accuracy of the analysis	Good
6. Own contribution to solving the problems	Good
7. Work with sources of information, relevance, scope, specialized research works	Sufficient
8. Adequacy and clarity of the conclusions in the thesis	Excellent
9. Logical structure of the thesis and its division	Excellent
10. Linguistic and terminological level of writing	Good
11. Formal requirements and treatment of the thesis	Excellent

<b>Proposed Grade</b>	<b>Excellent (1)</b>
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Overall evaluation of the thesis and potential questions for discussion (possibly on another separate sheet):

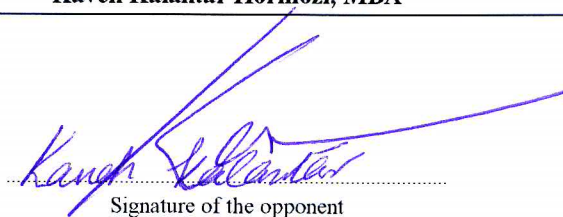
Practicality of the research conducted is very useful for real world problem, and professionals can apply it to their organizations right a way. Although, the research was applied in real world as well and since it got desired results it proves that its hypotheses were valid.

What was the one measurement that could invalidated the hypothesis and as result not meeting the desired goal?

Opponent:

Kaveh Kalantar Hormozi, MBA

Date: 25.5.2015



Signature of the opponent