

## Assessment of the Master Thesis – Supervisor

Study program: Economics and Management

Field of Study: International Business – Central European Business Realities

Academic Year: 2016/2017

Master Thesis Topic: Performance management systems in shared service centers

Author's Name: Ani Martirosyan

Ac. Consultate's Name: Ondřej Matyáš

	Criterion	Mark (1-4)
1	Overall objective achievement	1
2	Logical structure	1
3	Using of literature, citations	1
4	Adequacy of methods used	1
5	Depth of analysis	1
6	Self-reliance of author	1
7	Formal requirements: text, graphs, tables	1
8	Language and stylistics	1

### Comments and Questions:

Excellent work. The author fully use the advantage of in-depth look into the processes of the shared service center of the company.

Based on the profound literature review and subsequent analysis, the author comes with beneficial findings which help the organization to measure the performance of selected departments and processes in a more relevant, because more revealing way.

### Questions:


1) When working on the improvement of the way the processes are measured in the selected departments of the shared service center, what were the most surprising and unexpected findings for you?

2) According to your opinion, which of your findings could be generalized, i.e. could be probably relevant for similar processes in shared service centers of other companies?

**Conclusion:** Master Thesis is recommended for the defense

**Suggested Grade:** excellent

Prague, May 26th, 2017



Supervisor