



## Assessment of the Master Thesis – Opponent

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

Opponent's Name: Kateřina Knorová

	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:

Very good diploma thesis with clearly defined objective. The author very successfully combines elaborate literature review and detailed analysis of performance measurement system of the company including a review of processes. Finally, the suggested improvements presented in the thesis seem reasonable and useful for the company.

### Questions:

1. In your thesis you have mentioned several authors and their concepts of performance measurement systems. Which of the theoretical approaches was the most inspiring for you and why?
2. You have suggested several improvements to the current performance measurement system in the company. Do you see some possible difficulties in putting them into practice?

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

**Suggested Grade:** excellent

Prague, 27<sup>th</sup> May 2017

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Kateřina Knorová