

Master's Thesis Evaluation by the Supervisor

Title of the Master's Thesis:

Process Improvement of Claims Handling in Insurance Industry

Author of the Master's Thesis:

Bc. Nadiia Abdullaeva

Goals of the Master's Thesis:

This master thesis purposes the improvement of claims handling process. It implements Lean Management tools to determine the improvement in an insurance company.

Evaluation:

	Criteria	Description	Max. points	Points
Content 70%	Output Quality	The Master Thesis develops a solution to improve the specific process. The quality of the output is high with good relevance for practitioners and academy.	20	18
	Goals	It is evident the fulfilment of the goal since the DT present the improvement.	10	10
	Methodology:	The author selects and implements DMAIC and other tools to develop the solution. The implantation of those tools are excellent since they provide evidence for the development of the improvement.	20	20
	Theory/ Conceptualization:	The implementation of Lean in financial sector still requires inputs for its development. This DT provide a specific evidence in the sector and it is a benchmarking tool for similar processes.	20	20
Formal requirements 15%	Structure:	The thesis is a consistent, well-organised logical whole.	3	3
	Terminology:	Linguistic and terminological level.	4	4
	Formalities:	Formal layout and requirements, extent, abstract.	4	4
	Citing:	Quality of citations and reflection of Ephorus results.	4	4
Delivery 15 %	Presentation document:	Is the presentation itself structured in a clear way? Is it appealing and easy to follow? Does it convey the message efficiently?	5	
	Presentation skills:	Are you conveying the message efficiently and timely? Do you use appropriate words, speed, tone of voice, gestures, movement etc. to express your thoughts in a clear manner?	5	



	Argumentation:	Are you able to readily and briskly react to questions or comments? Are you able to explain unclear parts and connect comments to relevant places in your presentation or parts of particular analyses? How well are you able to defend to your ideas and recommendations?	5	
			100	0

Other comments:

The Master Thesis is an excellent example of Lean implementation outside manufacturing processes. The document presents lean management and its application in insurance services. It also shows the implementation of several tools in a high level and detail.

Questions or comments to be discussed during the thesis defence:

Since the process improvement reduces the Lead Time of the system, how much it will be increased the capacity of the system?

What other possibilities for Lean tools do you see at the insurance sector?

What are the challenges to implement the proposals?

The name of the Supervisor:

Ing. Felipe Martínez, Ph.D.

The employer of the Supervisor:

University Of Economics, Prague (FPH, KM)

Date 20. 5. 2019

Signature of the Supervisor:

