

Master's Thesis Evaluation by the Opponent

Title of the Master's Thesis:

Process Improvements of Claims Handling in Insurance Industry

Author of the Master's Thesis:

Bc. Nadiia Abdullaeva

Goals of the Master's Thesis:

Determination of lean management applicability in claim handling process of insurance business.

Evaluation:

	Criteria	Description	Max. points	Points
Content 70%	Output Quality	The Master Thesis provides outputs confirming the applicability of lean management on claim process. Furthermore, author presents the application of the DMAIC process including recommendation of concrete process improvement measure leading to customer service enhancement.	20	19
	Goals	The goals are clearly formulated and the methodology is appropriate to achieve them.	10	9
	Methodology:	Author uses case study in which both qualitative and quantitative approach is used. DMAIC is proper methodology to identify and enhance process.	20	20
	Theory/ Conceptualization:	The case study enriches current theory of lean management as shows application beyond the traditional implementation of lean.	20	19
Formal requirements 15%	Structure:	The text is well structured regarding the topic and the DMAIC.	3	3
	Terminology:	Author uses adequate terminology.	4	4
	Formalities:	All fundamental requirements are fulfilled.	4	4
	Citing:	Author uses proper citing rules. However, conclusion and findings could have been supported by references to relevant studies and papers.	4	3
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 proposed Master Thesis provides invaluable insight into implementation of lean management in insurance business. It can be leveraged as a practical manual how to implement lean in service industry. The Master Thesis contains detail description of the DMAIC methodology as well as the proposed measures that the company should take. The text doesn't encompasses any implementation of industry 4.0 technologies.

Questions or comments to be discussed during the thesis defence:

Can any of the new technology falling into Industry 4.0 concept and presented on page 17 to 19 be used to enhance the analysed process and support the lean methodology?

The name of the Opponent:

Ing. Petr Jirsak, Ph.D.

The employer of the Opponent:

University of Economics, Prague, FBA, Department of logistics

Date 31. 5. 2019

Signature of the Opponent:
