

Master's Thesis Opponent's Expert Opinion

Student: Patrick Appiagyeyi
 Student Number: E15809
 Title of Master's Thesis: Change management and its tools used in public sector corporations
 Aim of the Thesis: To examine the application of change management and the lean concept in public healthcare services, identify the healthcare units or departments the lean concept is applied, the lean tools applied, the successes achieved as well as the challenges encountered and to come out with a model for a systematic, effective and efficient way of implementing the lean concept in a public healthcare.
 Thesis Supervisor: Ing. Barbora Zemanová, Ph.D.
 Study Programme: Regional Development and Governance
 Academic Year: 2017/2018

Difficulty of the Topic

	Excellent	Very good	Satisfactory	Unsatisfactory	Cannot be evaluated
Theoretical knowledge	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Input data and their processing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Methods used	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Thesis Evaluation Criteria

	Excellent	Very good	Satisfactory	Unsatisfactory	Cannot be evaluated
Degree of achievement of the aim of the thesis	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Original attitude to the topic processing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adequacy of the methods used	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Depth of analysis (relative to topic)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Logical structure of the thesis and scope	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Working with literature including citations	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Formal arrangement of the thesis (text, charts, tables)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Language level (style, grammar, terminology)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Applicability of the Results of the Thesis

	High	Medium	Low	Cannot be evaluated
For theory	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
For practice	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other Comments on the Thesis

Presented master's thesis is processed very well both in content as well as formal terms. The literature review contains the latest knowledge of the subject area and provides a very good basis for the analytical part. The selection of research methods for the stated aim achievement is appropriately determined and the methodology of the survey is clearly explained. The analysis performed provides a number of interesting results both for theoreticians and managers of healthcare organizations who would like to use lean management tools in the future. Within the final summary of results and discussion the diplomat demonstrates the ability to synthesize and compare the obtained results with other research studies. I only have comments on the proposed Lean healthcare implementation model, which are included in the questions and suggestions for defence.

Questions and Suggestions for Defence

As part of the discussion of the master's thesis defence, explain how the results of your analysis have contributed to the design of the Lean healthcare implementation model. Furthermore, discuss why the feedback from the assessment and monitoring phase to the planning phase, particularly Lean objectives, is missing in the model. In this context, the question arises as to how a continuous improvement process is ensured in the proposed model.

Final Evaluation

I **choose the recommendation of the thesis** the thesis for the defence.

I propose to grade this Bachelor's thesis as follows: **A**

In Pardubice 28.5.2018

Thesis opponent: Ing. Michaela Střiteská, Ph.D.

Signature