

## REVIEWER'S REPORT

Manuscript No.

Manuscript Title

EMPIRICAL STUDIES ON CUSTOMER SATISFACTION ON LEAN  
MANAGEMENT

Authors

Please provide your comments and suggestions considering the following points for publication in **Journal**.

- |  |   |   |
|--|---|---|
| Is the topic of the article suitable for publication?                        | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No                                     |
| Is the article <b>original</b> with <b>new</b> and <b>important</b> results? | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No                                     |
| Is the title of the article appropriate?                                     | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No                                     |
| Are the abstract and keywords appropriate?                                   | <input type="checkbox"/> Yes            | <input checked="" type="checkbox"/> No                          |
| Is the quality of the illustrations and tables appropriate?                  | <input type="checkbox"/> Yes            | <input type="checkbox"/> No <input checked="" type="checkbox"/> |
| Are the references up-to-date and adequate with journal style?               | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No                                     |
| Is the article well organized and clearly written?                           | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No                                     |
| Is the English language satisfactory?  | <input type="checkbox"/> Yes            | <input checked="" type="checkbox"/> No                          |
| Are the conclusions sound and justified?                                     | <input type="checkbox"/> Yes            | <input type="checkbox"/> No <input checked="" type="checkbox"/> |
| Did the author confuse the summary with conclusion?                          | <input type="checkbox"/> Yes            | <input checked="" type="checkbox"/> No                          |

What is your overall grading of the manuscript?

- At least 3 to consider publication after revision  0  1  2  3  4  5  
(worst) (best)

### COMMENTS:

The paper titled "Empirical Studies on Customer Satisfaction on Lean Management" presents a collection of empirical studies that investigate the relationship between lean management practices and customer satisfaction. The authors aim to contribute to the existing literature by providing empirical evidence on the impact of lean management on customer satisfaction. Overall, the paper addresses an important and relevant topic within the field of operations management. However, there are several areas that require further development and improvement before considering publication. The following comments and suggestions should be taken into account for revising the manuscript.

Clarify the Research Objectives:

The paper lacks a clear statement of research objectives. It is essential to explicitly state the specific objectives of the empirical studies presented in the paper. Clarify whether the aim is to examine the overall relationship between lean management practices and customer satisfaction or to investigate the impact of specific lean practices on different dimensions of customer satisfaction. Providing clear research objectives will help readers understand the purpose and scope of the studies.

Enhance the Literature Review:

The literature review section should be expanded to provide a more comprehensive overview of the existing literature on lean management and its impact on customer satisfaction. The authors briefly mention the importance of lean management and customer satisfaction, but fail to provide a thorough synthesis of prior studies. Consider including relevant theoretical frameworks or models related to customer satisfaction and lean management to provide a solid foundation for the empirical studies. Additionally, ensure that the references cited are up-to-date and representative of the current state of the field.

Provide Methodological Details:

The manuscript lacks sufficient information regarding the methodology employed in the empirical studies. Provide a clear description of the research design, data collection methods, sample size, and sampling techniques used in each study. Clarify how customer satisfaction was measured and what specific lean management practices were investigated. Additionally, discuss any statistical techniques or models used to analyze the data and test the hypotheses. Providing these methodological details will improve the transparency and rigor of the studies.

**Present and Discuss Findings:**

The presentation of the empirical findings should be improved. Clearly present the results of each study, including any statistical measures of significance or effect sizes. Ensure that the findings are aligned with the research objectives and hypotheses stated earlier in the paper. Use tables, figures, or charts to enhance the clarity and visual representation of the results. Additionally, provide a comprehensive discussion of the implications of the findings for theory and practice, highlighting the key insights and contributions of each study.

**Consider Limitations and Future Research:**

Acknowledge and discuss the limitations of the empirical studies presented in the paper. Identify any potential biases or constraints that may have influenced the results. Additionally, provide suggestions for future research directions to address the limitations and further explore the relationship between lean management and customer satisfaction. Consider discussing the applicability of the findings to different industries or contexts and identify potential avenues for further investigation.

**Language and Presentation:**

The manuscript would benefit from a thorough language edit to improve clarity, grammar, and overall readability. Some sentences are unclear or contain grammatical errors that hinder understanding. It is recommended to carefully proofread the manuscript to ensure a polished and professional presentation.

In conclusion, the paper presents a collection of empirical studies examining the relationship between lean management practices and customer satisfaction. Addressing the above-mentioned comments will significantly enhance the quality and impact of the manuscript. I recommend revising the paper accordingly and resubmitting it for further consideration.

**RECOMMENDATION REGARDING THIS MANUSCRIPT:**

Minor Revisions  Major Revisions  Reject  Another Conference/Journal