

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 original with new and important results? | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| Is the title of the article appropriate? | <input type="checkbox"/> Yes | <input checked="" 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 checked="" type="checkbox"/> No |
| 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 checked="" type="checkbox"/> No |
| 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 has some merits to the field. I have some comments for you to improve:

- The title is not good. You should consider to change it as 'an empirical study on Customers' Satisfaction on Lean Management'. There is only one study.
- Please polish the language of your paper. I have tried to help you for thee abstract part, which look good.” *The concept of lean management emerged in the 1990s, primarily championed by prominent automotive companies such as Ford and Toyota. Lean management focuses on the continuous reduction of waste within production processes to enhance productivity, increase customer satisfaction, and gain a competitive edge in the market. Recognizing the advantages associated with lean management, this research paper aims to explore the direct relationship between the implementation of lean management tools and customer satisfaction within the restaurant industry. The study collected data through a questionnaire distributed among selected Indonesian and German restaurants. The data analysis involved utilizing software such as SPSS and AMOS, and structural equation modeling (SEM) was employed to test the hypotheses of the research model. The findings reveal a significant positive correlation of 74% between lean management practices in restaurants and customer satisfaction. Among the sub-variables, price and value fairness (PVF) exhibited the strongest correlation of 77% with customer satisfaction, surpassing other factors. Furthermore, the layout of the restaurant had a notable impact on lean management implementation, accounting for 68% of the observed effects.* You please check other parts.
- In the introduction section, you should summarize the gaps of existing literature, then present you aim to do.
- What is the limitation of your study?
- Other comments include:
Please proofread and correct some of the language errors.
Please check carefully about the subtitles of each section.
Please include some references from JSMS, JLISS, technical gazette and JSISD (www.aasmr.org/sisd)

Format your paper according to the template of the journal.

RECOMMENDATION REGARDING THIS MANUSCRIPT:

Minor Revisions Major Revisions Reject Another Conference/Journal