

https://dspace.org/

Business process improvements and innovations in support service processes and the effective measurement of their impact on the performance of manufacturing firms in South Africa

Husvu, Munyaradzi

2017

http://hdl.handle.net/10539/23452

Husvu, Munyaradzi (2017) Business process improvements and innovations in support service processes and the effective measurement of their impact on the performance of manufacturing firms in South Africa, University of the Witwatersrand, <http://hdl.handle.net/10539/23452>

Downloaded from a DSpace repository. https://dspace.org/

Examiner Comment Number	Comment and Resolution
1 and 3	I have refined the statement referenced by the examiner in abstract from "Metrics for the measurement of impact of BPIs in manufacturing support services are generally not available making the measurement of the impact of BPIs on overall performance of manufacturing companies problematic" to "Measurement of the impact of BPIs on overall performance of manufacturing companies is problematic due to the inadequacy of BPI metrics for support services" I have added more references to the introduction regarding measurement of impact of BPIs in support services within manufacturing companies and how they do not adequately address measurement of BPIs in manufacturing support service processes. I also added figure 1.1 with its explanation to the introduction in Page 1.
4	I moved Figure 1.2 from literature review to the introduction to bring more coherence. I also added additional references from the literature review to the introduction to highlight that BPI in manufacturing support services is becoming a significant contributor to performance management and a key aspect of the process improvement body of knowledge (Hammer, 1990; Gudimetla, et al., 2010; Kannan, 2005; Antony, et al., 2007; Gregor, 2011; Ettlie & Rosenthal, 2011) (Page 2)
5	I refined the problem statement and shortened it from the original statement. (Page 8)
8	I added a statement to clarify that these were assumption made at the beginning of the report. I have also made the first assumption more specific by making it particular and focused to the Manufacturing Circle. (Page 9)

11	I added figure 1.4 to show the different hypotheses and their linkages to research objectives. (Page 11)
14	a) I moved the explanation of the statistical methods used from section 3.4.5 to the new section 4.2 This ensures that the explanation of the analysis and statistic used in the section are explained together with the analysis and thereby provide more clarity to the use of the different statistical tools. (Page 69 to 71) b) I re-introduced figure 3.2 as requested by the examiner, and modified it to suit this section. (Page 113) c) I did not move the statistics to the appendix as this will create a major disconnection in the arguments and analysis presented in chapter 4. The examiner requested for the discussion on the summary findings in table 4.6. A dedicated chapter (Chapter 7) was used in the report for all discussion (for both the case study and the survey) and thus reference is made to chapter 7 for the discussions.
15	I clarified the purpose the case study in the first paragraph of the introduction to chapter 5 (Page 114), and referred to section 3.5 which explains the case study approach used in the research. In the same paragraph I also added a statement clearly stating the purpose of the case study in relation to the survey done, which puts it all into proper context.