

Review Form 1.7

Journal Name:	Asian Journal of Probability and Statistics
Manuscript Number:	Ms_AJPAS_106069
Title of the Manuscript:	Application of Statistical Process Control Tools to Measure and Evaluate the services of Kumasi Technical University Restaurant
Type of the Article	Original Research Article

PART 1: Review Comments

	Reviewer's comment	Author's comment (if agreed with reviewer, correct the manuscript and highlight that part in the manuscript. It is mandatory that authors should write his/her feedback here)
<p>Compulsory REVISION comments</p> <p>1. Is the manuscript important for scientific community? (Please write few sentences on this manuscript)</p> <p>2. Is the title of the article suitable? (If not please suggest an alternative title)</p> <p>3. Is the abstract of the article comprehensive?</p> <p>4. Are subsections and structure of the manuscript appropriate?</p> <p>5. Do you think the manuscript is scientifically correct?</p> <p>6. Are the references sufficient and recent? If you have suggestion of additional references, please mention in the review form.</p> <p>(Apart from above mentioned 6 points, reviewers are free to provide additional suggestions/comments)</p>	<p>1. This manuscript offers crucial insights into applying Statistical Process Control tools for service quality evaluation, benefiting both the Kumasi Technical University Restaurant and the broader service industry. It serves as a practical reference for enhancing service quality.</p> <p>2. The title provided is a concise summary of the manuscript's content and its relevance to the scientific community. However, a more specific or descriptive title that includes keywords related to the content, such as "Application of SPC for Service Quality Improvement in the Hospitality Sector," could potentially make it even more suitable and easier for readers to understand the manuscript's focus.</p> <p>3. The provided abstract is reasonably comprehensive but could benefit from a bit more detail and clarity.</p> <p>4. Yes</p> <p>5. The study appears to follow a standard research methodology, including data collection from two respondent categories, the use of statistical tools for analysis, and the reporting of findings related to satisfaction and key factors in evaluating restaurant services.</p> <p>6. Most of the references are not current</p>	
<p>Minor REVISION comments</p> <p>1. Is language/English quality of the article suitable for scholarly communications?</p>	Yes	
<p>Optional/General comments</p>	The study addresses the relevant topic of university restaurant service evaluation with statistical tools. While it provides valuable insights, more specific results and ethical considerations should be included for a comprehensive assessment.	

PART 2:

	Reviewer's comment	Author's comment (if agreed with reviewer, correct the manuscript and highlight that part in the manuscript. It is mandatory that authors should write his/her feedback here)
<p>Are there ethical issues in this manuscript?</p>	<i>(If yes, Kindly please write down the ethical issues here in details)</i>	

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