

Review Form 1.6

Journal Name:	Asian Journal of Medicine and Health
Manuscript Number:	Ms_AJMAH_86491
Title of the Manuscript:	Dimensions of Quality in Health Care Facilities: A simple review article
Type of the Article	Review Article

General guideline for Peer Review process:

This journal's peer review policy states that **NO** manuscript should be rejected only on the basis of '**lack of Novelty**', provided the manuscript is scientifically robust and technically sound. To know the complete guideline for Peer Review process, reviewers are requested to visit this link:

(<https://www.journalajmah.com/index.php/AJMAH/editorial-policy>)

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)
Compulsory REVISION comments	<p>The present topic of the study is of great importance and contributes to quality management and appraisal in healthcare.</p> <p>Below are comments and suggested revisions:</p> <ol style="list-style-type: none"> 1. It is suggested to revise the manuscript structure, organize it into specific sections, each section with a clear goal and correctly numbered multilevel heading/ subheading. Please also refer to the journal guideline and paper template to further work on formatting styles, including references. 2. Please clearly state your aim of the manuscript at the end of the Introduction as it could be an effective way of framing the focal point for the study and guiding the following content. 3. Please introduce the full term the first time you use the SERVQUAL model, add relevant details and rationale for using the model in service quality research. 4. Please identify what methods that have been adopted to guide and conduct this review. 5. The manuscript provides an overview of the focus, dimensions of quality care, principles of quality management, and critical stakeholders in quality improvement, while there is a lack of elaboration on these review findings and focused discussion around significance and value of the findings. It is also suggested to provide a narrative synthesis of the key findings at the end and include a conclusion section to reinforce the main idea you try to convey. 	
Minor REVISION comments	It might be better to describe and discuss potential gaps and challenges for using the SERVQUAL model in the measurement of customer satisfaction and effect of the dimensions of quality on customer satisfaction; and how it differs from other similar tools.	
Optional/General comments	None	

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PART 2:

	Reviewer's comment	Author's comment <i>(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)</i>
Are there ethical issues in this manuscript?	<i>(If yes, Kindly please write down the ethical issues here in details)</i>	

Reviewer Details:

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