



SDI Review Form 1.6

Journal Name:	British Journal of Applied Science & Technology
Manuscript Number:	Ms_BJAST_19679
Title of the Manuscript:	Overall Service Effectiveness on Urban public Transport System in the City of Addis Ababa
Type of the Article	Original research papers

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:

(<http://www.sciencedomain.org/page.php?id=sdi-general-editorial-policy#Peer-Review-Guideline>)



SDI Review Form 1.6

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	Please define the meaning of " RCM" used in the article. Please rectify the missing element in your figure 1 No detail explain on how the values obtained in table 1: Planned Transport Service time , Transport Service Time, Target passengers transported, Actual Passengers transported, Net Passengers transported Table 1: 2 different values on "Actual Passengers transported" Line 115: "The transport service time planned to be available is 930minutes out the total 101minutes." Please explain where is this 101 minutes from? Line 129: "close investigation on the individual parameters, such as the availability, performance and quality all exhibited more than 70%. Based on this finding, it is recommended that the enterprise should improve its availability, performance and quality so as to improve its OSE." What makes OSE value significant than individual parameter? Since based on individual rating, the ACBSE system exhibited 70% satisfactory. Even if you obtained 90% satisfactory from individual value, you will only get 72.9% from OSE.	Defined at page 4 in yellow color The problem in Figure 1 is rectified Detail explanation is given in Table1. Passengers data collected from the company (I put in the Appendix page 11) It was wrong. I corrected it to 1020 Explained in Section 4 in yellow color and benchmarked.



SDI Review Form 1.6

	Kindly benchmark the 44.23% obtained in this assessment with any other study from OEE.	
<u>Minor</u> REVISION comments		
<u>Optional/General</u> comments	The scientific contribution of the study has not been clearly stated or motivated due to lack of clarity of the methodological approach and values used.	The methodology is an extension of the OEE in manufacturing sector to OSE in the service sector. Which is a new approach in the service sector to measure performance.