

NCKU, IMBA - FEEDBACK, PEER REVIEW

THE GROUP YOU ARE ASSESSING:		Save your file. Use this format: group being assessed your group.doc So an example would be TIV Voltes5.doc – where TIV is the group being assessed and Voltes5 is your group.	
WORKAHOLIC			
YOUR GROUP NAME:			
TAIWAN HOODS			
A	B	C	D
Are ideas presented connected with the aim of the project?	Are the ideas presented clearly supported with evidence and logical argument?	Is it easy to follow & to understand? (Are the slides clear and easy to follow e.g. use of new pictures, words, graphs)	Overall impression (is it a group presentation etc.?)
40%	30%	20%	10%

35%	25%	15%	10%
Comments (space will expand as you type) There are some wrong spelling in the power point slides.			
Grade (%) 75%			

Rules and process

Rules.

- The spirit of feedback should be positive and constructive.
- Personal attacks are not acceptable.
- This is not an opportunity to deal with past grievances.
- Avoid personalizing your comments e.g., “Bob comments in section one are rubbish”.
- Keep comments as objective as possible.

Process

The following are some notes to help you with this process.

- Focus on constructive comments that include the positive and negative e.g.:
The section on company background is simple, clear and easy to follow.
The format on p.6 changes. See the font size there as compared to p.5.
- Keep comments as objective as possible by highlighting sections/position
We found your research question 2 (section 3.1.2) hard to understand.
- In terms of the sections above (ABCD):
 - A: Does the group cover key aspects of the material? *E.g., if it is a proposal are the nine sections included?*
 - B: Is relevant detail included in each of the sections? *E.g., Is the part of the proposal on time frames cover the period of the course? Are the questions/objectives clear, precise?*
 - C: Is the layout easy to follow and attractive? *E.g., are sections numbered? Page numbers? Bullets used?*
 - D: Is this a group effort? *E.g., Does the report flow as a 'whole' or does it look like several parts with little connection? Do the ideas compliment each other all the way through?*

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WORKAHOLIC			
YOUR GROUP NAME:			
TAIWAN TIGER			
A	B	C	D
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35%	25%	15%	10%
Comments (space will expand as you type) Very classic example for customer complaint, easy to follow. Bring up many discussions			
Grade (%) 85%			

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WORKAHOLICS	
YOUR GROUP NAME:	
CANADIAN CLUB	

A	B	C	D
Are ideas presented connected with the aim of the presentation?	Are the ideas presented clearly supported with evidence and logical argument?	Is it easy to follow & to understand? (Are the slides clear and easy to follow e.g. use of new pictures, words, graphs)	Overall impression (is it a group presentation etc.?)
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40%	30%	20%	10%
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Comments (space will expand as you type)

Strong start.

Buffet at Shangri La - ahhh you're scaring me.

The menu wasn't as promised - 35 minutes of food - scary

Good storytelling approach - 5 star hotel serving cheap local ice cream

Where are the service people? Standing in front of the question

Good transition into complaint topic - complaint to boss

Explained 3 times a lot of waste, then doing a survey, can only do the survey once, cannot even review - seems like a failure!

Using the same bubbles from the ppt, good touch

Complaint duplications could have been collapsed

So is the service process that we're talking about the complaint process, or the banquet process?

Covered necessary points

Clear picture in my mind of what's happening

What about recommended solutions?

We got a clear picture, no need to elaborate too far.

Grade (%) 100%

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YOUR GROUP NAME:			
JIT			
A	B	C	D
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Comments (space will expand as you type) -Experience sharing in the hotel is interesting but a bit long. -Good visual aid in ppt. -Good explanation of the service waste in the hotel..			
Grade (%) 85%			

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WORKAHOLICS			
YOUR GROUP NAME:			
INSTRUCTOR			
A	B	C	D
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5%	5%	5%	5%
<p>Comments (space will expand as you type)</p> <p>Food for 2 hours - communication - to establish expectations.</p> <p>Need to balance the presentation - story is helpful but need to get to the key issue <u>faster i.e.</u>, Waste</p> <p>Key - non value adding step = opportunity lost to fix the problem. See most service research, too, that confirms this problem i.e., firms frequently fail to recover smoothly and quickly when a service problem happens.</p> <p>Useful examples of wastes given. Classic of duplication for complaints.</p>			
Grade (%) 90%			