Author's response to reviews

Title: Quality management: reduction of waiting time and efficiency enhancement in an ENT-university outpatients' department

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Author's response to reviews: see over
**Formatting changes requested**

**Major revisions** (We require the author to make these changes)

Table vertical elements - Please note that we are unable to display vertical rules within the tables nor are we able to write text vertically within the cells - please re-layout your table without these vertical elements. We are unable to correctly display merged cells where the merged cell crosses rows.

*DONE*

**Minor revisions** (We can make these changes on resubmission, although it will speed up publication of your manuscript if you do them while making the major changes above)

Title - Please use sentence case in the title, both in the manuscript file and the submission system i.e. remove all unnecessary capitals (capitalise only the first word, and proper nouns, and no full stops/periods). For example you would change 'The Title of My Prestigious Publication: A Scientific Study'. To 'The title of my prestigious publication: a scientific study'.

*DONE*

Remove all underlining from the text. You may change it to bold if you wish to highlight.

*DONE*

Please make all headings and subheadings into sentence case with only the first letter of the first word capitalised.

*DONE*

Authors' contributions - Please end this section with the sentence 'All authors read and approved the final manuscript'.

*DONE*

Cite tables as 'Table' rather than 'tab'

*DONE*

Please take this opportunity to check your manuscript for any typographical errors and to make any final corrections or revisions as this is the final proofing stage for your manuscript, and you will not be able to make changes after acceptance.

*DONE*