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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I performed the following corrections:
Page 1, first paragraph, line 3: "department" to "clinic".
Page 7, fourth paragraph, last line: "Scores form 1 = good - 5 = bad" to "Scores from 1 = good through 5 = bad".
Page 10 fifth paragraph, line 3: "table3" to "table 3".
Page 13, penultimate line: "allows" to "allow".