Reviewer’s report

**Title:** Quality Management: Reduction of Waiting Time and Efficiency Enhancement in an ENT-University Outpatients’ Department

**Version:** 3 **Date:** 24 November 2008

**Reviewer:** Margus Lember

**Reviewer’s report:**

The revised manuscript has improved compared with the initial version. The main points of my previous report have been addressed. The aim of the paper is much more clear now. However, the changes in the main text are not covered in the abstract. The Methods section has improved, but is still below the standards of a good quality research paper. The methods of the study are mixed with the methods of improvements in the practice/interventions. The general design of the study is poorly described. The tables are not helpful, not all tables are referred in the text.

**Level of interest:** An article of limited interest

**Quality of written English:** Acceptable

**Statistical review:** No, the manuscript does not need to be seen by a statistician.

**Declaration of competing interests:**

I declare that I have no competing interests.