



Name : .....

Roll No. : .....

Invigilator's Signature : .....

**CS/MHA/SEM-4/MHA-407/2010**

**2010**

**QUALITY MANAGEMENT**

Time Allotted : 3 Hours

Full Marks : 70

*The figures in the margin indicate full marks.*

*Candidates are required to give their answers in their own words  
as far as practicable.*

**GROUP – A**

**( Multiple Choice Type Questions )**

1. Choose the correct alternatives for the following :  $10 \times 1 = 10$

i) ISO headquarter is situated at

- |          |                |
|----------|----------------|
| a) India | b) Switzerland |
| c) Japan | d) Russia.     |

ii) Which is not a tool for data analysis ?

- |                   |                |
|-------------------|----------------|
| a) Piechart       | b) Bar graph   |
| c) Pareto diagram | d) Flow chart. |

iii) ISO was founded in the year

- |         |          |
|---------|----------|
| a) 1946 | b) 1947  |
| c) 1948 | d) 1950. |



- iv) The operations view of quality is “Quality is consistent conformance to customers’ expectations”. By this it is meant that
- a) the product must be right every time irrespective of cost to the operation
  - b) the product will be seen as synonymous with innate excellence
  - c) there are clear specifications consistently met which provide customers with what they would realistically believe they should received
  - d) Anything the customer wants and desires should be provided by the organization.
- v) Which of the following statements is correct ?
- a) Inspection always ensures that customers will be satisfied with goods and services.
  - b) Inspection separates acceptable from unacceptable products.
  - c) Inspection provides the management information necessary to improve processes.
  - d) Inspection is the most cost effective way of ensuring quality.
- vi) Structure process outcome was given by
- a) Philip Crosby
  - b) J. M. Juran
  - c) E. Deming
  - d) Avedis Donabedian.



- vii) Which is not a tool for process description ?
- a) Flow chart
  - b) Check sheet
  - c) Pareto principle.
- viii) The concept of total quality control, *i.e.* that quality must be attended to all stages of the industrial cycle and throughout the organization, is the creation of which of the following pioneers ?
- a) Genichi Taguchi                      b) W. Edwards Deming
  - c) Joseph M. Juran                      d) Feigenbaum.
- ix) The specific concerns of Total Quality Management ( TQM ) include a number of aspects. Which is not normally associated with TQM ?
- a) Primarily a 'worker' rather than a management activity
  - b) Inclusion of every person in the organization
  - c) Covering all parts of the organization
  - d) Meeting the needs and expectations of customers.
- x) The preferred method for achieving total quality in process output is
- a) build and install an error-proof process and maintain it
  - b) rely on a team of highly trained and dedicated inspector
  - c) rely on operator self-inspection and self-correction
  - d) perform inspection at the next process.



**GROUP – B**

**( Short Answer Type Questions )**

Write short notes on any *three* of the following.

3 × 5 = 15

2. JCI and its importance.
3. Constraints in rendering quality care.
4. Cause-effect analysis.
5. Kaizen.

**GROUP – C**

**( Long Answer Type Questions )**

Answer any *three* of the following. 3 × 15 = 45

6. What do you understand by quality manual ? How can NABH improve the overall quality performance of a healthcare provider ?
7. Write on Demming's 14 points elaborating its application in a hospital set up.
8. What do you mean by Quality Circle ? What are its objectives ? Discuss the organization and operation of Quality Circle.
9. Enumerate on Juran's Trilogy ? Critically comment on its strength and weakness.

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