

19. (a) What are the major functions of Quality assurance?

Or

(b) Explain in detail about various communication systems?

20. (a) Define Quality circle and explain in detail?

Or

(b) How you will improve the quality in management?

PART C — (3 × 10 = 30)

Answer any THREE questions.

21. State the components of Quality assurance and its utilization process.

22. What are the methods of problem solving in quality improvement?

23. Brief account on the tools of evaluating quality in medical care system.

24. Discuss about Deming's 14-point quality management.

25. Explain in detail about the determinants of quality in medical care.

**S.No. 6640**

**P 22 HAE 1 B**

(For candidates admitted from 2022–2023 onwards)

M.Sc. DEGREE EXAMINATION, NOVEMBER 2023.

Hospital Administration – Elective

QUALITY MANAGEMENT

Time : Three hours

Maximum : 75 marks

PART A — (20 marks)

Answer ALL questions.

I. (A) Multiple choice questions : (5 × 1 = 5)

1. Quality system-production installation and servicing comes under \_\_\_\_\_.

(a) ISO 9000 (b) ISO 9001

(c) ISO 9004 (d) ISO 9003

2. ISO is an abbreviation for \_\_\_\_\_

(a) Indian standard organization

(b) International standard organization

(c) International organization for standardization

(d) Internet standard organization

3. Quality improvement program focuses on \_\_\_\_\_
- Procedure
  - Process and organization structure
  - Research and responsibilities
  - All of the above
4. QIP stands for \_\_\_\_\_
- Quality improvement program
  - Quality imparts process
  - Quality import procedure
  - None of the above
5. PDCA cycle stands for \_\_\_\_\_
- Plan do check act
  - Plan did check act
  - Process do check act
  - Process did check acknowledge
- (B) Fill in the blanks : (5 × 1 = 5)
6. \_\_\_\_\_ is a workload statement for software maintenance.
7. \_\_\_\_\_ of an entity that bears on its ability to satisfy stated and implied need.
8. In TQM, the customer need can be understandable by \_\_\_\_\_ model
9. The \_\_\_\_\_ should be committed to make changes to maximize the profit within the given time period.
10. The last and final element in the entire elements of TQM is \_\_\_\_\_.

- II. Answer ALL the questions (5 × 2 = 10)
- What is bench marking?
  - Explain cost of quality.
  - Define quality assurance.
  - Quality awards → Explain.
  - Define Total Quality management.

PART B — (5 × 5 = 25)

Answer ALL questions, choosing either (a) or (b).

- (a) What are the basic concepts of TQM?  
Or  
(b) Short notes on, (i) medical audit, (ii) medical audit committee.
- (a) State the contributions of Juran.  
Or  
(b) Write a note on customer satisfaction?
- (a) Explain in detail about bench marking?  
Or  
(b) Quality control techniques and its applications.