

**MHA**  
**THIRD SEMESTER**  
**QUALITY MANAGEMENT AND HOSPITAL ACCREDITATION SYSTEM**  
**MHA – 304**  
[USE OMR FOR OBJECTIVE PART]

**SET**  
**A**

**Duration: 3 hrs.**

**Full Marks: 70**

**Time: 20 min.**

( Objective )

**Marks: 20**

*Choose the correct answer from the following:*

*1×20=20*

1. Doing the right thing the right way the
  - a. First time
  - b. Last time
  - c. Both
  - d. None of the above
2. Management means:
  - a. Getting the work done
  - b. Making the product available for the client
  - c. Managing people
  - d. All of the above
3. JCI stands for:
  - a. Joint Commission International
  - b. Joint Commission International for Healthcare Providers
  - c. Junior Chamber International
  - d. None of the Above
4. Quality indicators helps in:
  - a. Improving the operations flow
  - b. Finding flaws in the service provided
  - c. Improving patient safety
  - d. All of the Above
5. Which one of the following is known as the cause and effect diagram:
  - a. Fish-bone diagram
  - b. Histogram
  - c. Flow chart
  - d. Gantt Chart
6. A \_\_\_\_\_ is a gap between the actual state of affairs and goals or way things should be
  - a. Solution
  - b. Problem
  - c. Strategy
  - d. None of the above

7. DMADV stands for:
 

a. Design, Measure, Analyze, Define, Verify	b. Define, Measure, Analyze, Design, Verify
c. Detect, Manage, Analyze, Design, Verify	d. Define, Measure, Analyze, Detect, Verify
8. The key principles of Lean are based on identifying waste from the \_\_\_\_\_ and determining how to eliminate it.
 

a. Management perspective	b. Workers perspective
c. customer perspective	d. All of the above
9. Lean Organisation uses:
 

a. More capital investment	b. More space
c. Optimize human resource	d. All of the above
10. The process of copying the smartest business practice legally is called:
 

a. Brainstorming	b. Six-Sigma
c. Bench-marking	d. Kaizen
11. Cost of quality is:
 

a. Equipment fault	b. Product design
c. Preventive action	d. None of the above
12. NABH, India was established in the year?
 

a. 2008	b. 2000
c. 2006	d. 2001
13. As per Deming, \_\_\_\_\_ is the only acceptable approach.
 

a. Defect identification	b. Defect prevention
c. Both of the above	d. None of the above
14. At least \_\_\_\_\_ days/ year must be dedicated for training and development of the employees of an organization.
 

a. 12-15 days	b. 22-25 days
c. 7 days	d. 45 days
15. Quality circle concept originated from \_\_\_\_\_.
 

a. Germany	b. Japan
c. USA	d. India



16. Poka Yoke means:
- a. Elimination of human mistakes
  - b. Visual indication of mistakes
  - c. Redesigning the sub-units
  - d. All of the above
17. Japanese Excellence is quality is because of excellent:
- a. Training and development
  - b. Leadership
  - c. Bench-Marking
  - d. Technology
18. Clinical audit helps in :
- a. Research evidence
  - b. Improve patient care
  - c. Confidentiality of the patients
  - d. All of the above
19. Which one of the following is not a measurable attributes of Quality:
- a. Dimension
  - b. Purity
  - c. Taste
  - d. Composition
20. To break apart and put back together better than before is called:
- a. Kaizen
  - b. Just in Time
  - c. Six sigma
  - d. Lean Six sigma

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**( Descriptive )**

Time: 2 hr. 40 mins.

Marks: 50

[Answer question no.1 & any four (4) from the rest]

1. Define Quality. Write briefly about the evolution of quality and its standards 2+8=10
2. Define Six Sigma. Explain the methodologies of Six Sigma. 2+8=10
3. What is Quality Circle? List down the various features of a Quality circle. 3+7=10
4. Write briefly about three Quality Gurus and their principles. 10
5. Explain the impact of Quality management in a hospital setting and how it can create loyal customers. 10
6. Write short notes on any two (5 marks each): 5+5=10
  - a. Measurable and non-measurable attributes of Quality
  - b. ISO
  - c. Kaizen
7. What is NABH? Discuss in details the structure and the various patient-oriented chapters as per the NABH guidelines 3+7=10
8. Write down the various type of medical error? What is the difference between medical negligence and medical malpractice? 4+6=10

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