

[LD 1013]

OCTOBER 2013

Sub. Code: 2029

**MBA HOSPITAL AND HEALTH SYSTEM
MANAGEMENT DEGREE EXAMINATION
SECOND YEAR**

**PAPER IX – QUALITY ASSURANCE AND
MANAGEMENT IN HEALTH CARE**

Q.P. Code : 432029

Time : 3 hours

Maximum : 100 marks

I. Elaborate on :

(2x20=40)

1. Enumerate the 14 steps in quality improvement programme designed by Philip B. Crosby.
2. Explain Quality certification system in Hospital. Elucidate the various features of ISO 9001.

II. Write notes on :

(10x6=60)

1. Explain the various standard operating procedures in quality assurance methods.
2. Draw a process flow chart of nursing services in hospital.
3. Describe the types of quality.
4. Discuss the seven deadly sins of Edward Deming.
5. Explain the principles of Total Quality Management (TQM).
6. “Quality is a new competitive weapon”- Discuss.
7. Describe the various aspects of customer-driven quality.
8. Discuss the eight dimensions of service quality.
9. Explain the various principles of six sigma.
10. Write short notes on:
 - a. Control limits
 - b. Quality of conformance
 - c. Quality of performance
