

[LP 1019]

OCTOBER 2019

Sub. Code: 3064

**M.Sc. MEDICAL SOCIOLOGY EXAMS  
SECOND YEAR  
PAPER VI – TOTAL QUALITY MANAGEMENT**

*Q.P. Code: 283064*

**Time: Three hours**

**Maximum: 100 Marks**

**I. Elaborate on:**

**(2 x 20 = 40)**

1. Explain the concept and need for Total Quality Management and discuss in detail about NABH and ISO.
2. Enumerate the quality improvement methods and explain in detail about Brain storming and Flow charts.

**II. Write notes on:**

**(10 x 6 = 60)**

1. Total Quality in Health Care Industry.
2. Principles of Quality Management by Edward Deming.
3. Action steps in implementing Total Quality Management.
4. Ishikawa diagram.
5. Performance Evaluation of Hospitals.
6. Quality Assurance in Medical Imaging.
7. Auditing for Patients.
8. Organizational Culture.
9. ISO Accreditation.
10. Contemporary Issues in Health Care.

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