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PG CBCS
PG Semester-II Examination, 2021
ALLIED HEALTH SCIENCE
PAPER: MHA 204
(QUALITY MANAGEMENT IN HOSPITAL)

Full Marks: 40   **Time: 2 Hours**

Answer any <u>FOUR</u> questions from the following: **4×10=40**

1. Define quality. Write down the dimensions of quality.   3+7

2. Define total quality management. What are the benefits of total quality management in health care?   2+8

3. Define quality circle. State the objectives of quality circle.   3+7

4. Write a short note from the following (any one) -   10

   a) NABH
   b) Kaizen Theory

5. Write down Deming's 14 principles in total quality management.   10

6. Explain six sigma in details. In which areas of healthcare industry six sigma can be implemented?   7+3

7. What do you mean by benchmarking? State its purpose in healthcare industry.
                                                                                 2+8

8. Write down the specific features of ISO 9001-2000.   10

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