



বিদ্যাসাগর বিশ্ববিদ্যালয়

VIDYASAGAR UNIVERSITY

5th Semester Examination 2021

BBA (Hospital Management)

PAPER—C12

QUALITY IN HEALTH CARE

Full Marks : 75

Time : 3 Hours

The figures in the right-hand margin indicate full marks.

Candidates are required to give their answers in their own words as far as practicable.

Illustrate the answers wherever necessary.

A. Answer any six questions.

6×2

1. What do you mean by ISO ?
2. Define JCI.
3. What do you mean by quality ?
4. Define TQM.
5. What do you understand by quality improvement ?

6. Define NABL.
7. What do you mean by PDCA cycle?
8. What is pareto chart?
9. What is quality control?
10. What do you mean by Lean Thinking?

B. Answer any *four* questions. 4×12

11. Write down the benefits of quality in healthcare. Describe the dimensions of quality. 6+6
12. Briefly discuss on Deming's 14 principles in quality of Work-Life. 12
13. What do you mean by quality circle? What should be its objectives and characteristics? 2+5+5
14. Explain Kaizen theory in detail. 12
15. What do you know about NABH? Discuss the different phases of NABH accreditation programme. 3+9
16. Write a short note on quality manual. What do you understand by benchmarking? 8+4
17. Briefly discuss on Juran's Trilogy in detail. 12
18. Explain six sigma in detail. In which areas six sigma can be implemented in hospital? 7+5

(Internal Assessment – 15 Marks)
