PSG COLLEGE OF ARTS & SCIENCE (AUTONOMOUS)

MSc DEGREE EXAMINATION MAY 2025

(Fourth Semester)

Branch - HOSPITAL ADMINISTRATION

QUALITY MANAGEMENT AND ACCREDITATION

Time: Three Hours

Maximum: 75 Marks

SECTION-A (10 Marks)

Answer ALL questions

ALL questions carry EQUAL marks

 $(10 \times 1 = 10)$

Module	Question	Question	K	CO
No.	No.		Level	
1	1	Which dimension of 'service quality' was poorly reflected if the bed sheet was filthy? a) Tangibles b) Reliability c) Responsiveness d) Empathy	K1	CO1
	2	Detailed information about how something is or should be built or made. a) Standard b) Comparison c) Evaluation d) Specification	K2	CO1
2	3	Blood banks in hospitals adhere to guidelines . a) NACO b) ANCO c) CNAO d) OCAN	K1	CO2
	4	Fssai department is associated with which department of the hospital? a) Laboratory b) Canteen c) Pharmacy d) Front Office	K2	CO2
-	5	What is the Ratio of Non compliances and causes as per Pareto analysis? a) 70:30 b) 60:40 c) 30:70 d) 80:20	K1	СОЗ
3	6	Which tool aims at finding the Root cause of a defined problem? a) Bar chart b) Run chart c) Fish bone diagram d) Pareto chart	K2	CO3
4	7	What is the Medical Helpline number of Tamilnadu? a) 100 b) 108 c) 102 d) 104	K1	CO4
	8	Which is an indicator of potential Fire related Emergencies? a) Hydrant b) Smoke detector c) Hose reel d) Call point	K2	CO4
5	9	Choose the Right sequence of 5S implementation. a) Sort – Set in order – Standardize – Shine b) Sort – Standardize – Set in order – Shine c) Sort – Set in order – Standardize – Shine d) Sort – Set in order – Shine – Standardize	K1	CO5
	10	What are the formal written guidelines used in a hospital? a) SAP b) SOP c) SCP d) SMP	K2	CO5

Cont...

SECTION - B (35 Marks)

Answer ALL questions ALL questions carry EQUAL Marks

 $(5 \times 7 = 35)$

Module No.	Question No.	Question	K Level	СО
1	11.a.	Analyze the Dimensions of Quality.	K4	
		(OR)		CO1
	11.b.	Compare the Standards and Specifications of quality.		
2	12.a.	Examine the quality aspects in Diagnostic services.	K4	CO2
		(OR)		
	12.b.	Hospital has distinct processes – Draw a Flowchart.		
3	13.a.	Criticize the TQM concept in Hospital departments.	K5	CO3
		(OR)		
	13.b.	Explain six sigma quality in Hospital.		
4	14.a.	Justify the importance of Gap Analysis.		. CO4
		(OR)	K5	
	14.b.	Appraise the Green and Clean hospitals.		
5	15.a.	Explain the Elements of ISO 9000.		CO5
		(OR)	K6	
	15.b.	Discuss the 5S technique in Quality Assurance.		

SECTION -C (30 Marks) Answer ANY THREE questions

ALL questions carry EQUAL Marks

 $(3 \times 10 = 30)$

Module No.	Question No.	Question	K Level	СО
1	16	Infer the Evolution of total Quality Control.	K4	CO1
2	17	Take part in improving the Quality of Nursing services.	K4	CO2
3	18	Appraise the basic 7 Quality Control Tools in Hospital.	K5	CO3
4	19	Justify Smart Hospitals through effective HIS.	K5	CO4
5	20	Elaborate the Quality in Public HealthCare.	K.6	CO5