

**PSG COLLEGE OF ARTS & SCIENCE
(AUTONOMOUS)**

**MSc DEGREE EXAMINATION MAY 2026
(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 × 1 = 10)

Module No.	Question No.	Question	K Level	CO
1	1	Dimension of 'service quality' focuses on the authenticity of the promised service. a) Empathy b) Aesthetics c) Reliability d) Reputation	K1	CO1
	2	A level of quality that you compare something else with. a) Standard b) Comparison c) Evaluation d) Specification	K2	CO1
2	3	AERB specifies standards for _____ department. a) Laboratory b) Radiology c) Pharmacy d) Front Office	K1	CO2
	4	TAT refers to _____. a) Time At Test b) Turn Around Time c) Turn Aside Time d) Time Around Test	K2	CO2
3	5	What is not an Ishikawa diagram? a) Fish bone b) Cause and Effect diagram c) Herringbone diagram d) Specific diagram	K1	CO3
	6	 What does this symbol denote? a) Start of a process b) Document c) Process d) Decision	K2	CO3
4	7	What does SaQushal checklist used for? a) Process assessment b) Outcome assessment c) Resource assessment d) Risk assessment	K1	CO4
	8	With which department is PACS associated with? a) Radiology b) Laboratory c) Wards d) Canteen	K2	CO4
5	9	JCI is an accreditation standard put forth by ____ a) Japan b) India c) US d) UK	K1	CO5
	10	Which edition of NABH has been into force from 1 st January 2025? a) 8 th edition b) 7 th edition c) 5 th edition d) 6 th edition	K2	CO5

Cont...

SECTION - B (35 Marks)Answer **ALL** questions**ALL** questions carry **EQUAL** Marks

(5 × 7 = 35)

Module No.	Question No.	Question	K Level	CO
1	11.a.	What is Cost of Conformance and Nonconformance to Quality in a hospital with example?	K1	CO1
		(OR)		
	11.b.	Show the Dimensions of Quality.		
2	12.a.	Outline the Quality aspects of Hospital Laboratory.	K2	CO2
		(OR)		
	12.b.	Show the Quality improvement in Hospital Stores.		
3	13.a.	Identify the Benefits of a TQM.	K3	CO3
		(OR)		
	13.b.	Construct the current trends in TQM Quality in healthcare.		
4	14.a.	Organize the Role of IT in Healthcare Quality Assessment.	K3	CO4
		(OR)		
	14.b.	Identify the Steps to ensure Clean hospitals.		
5	15.a.	Explain the Element of ISO 9000.	K4	CO5
		(OR)		
	15.b.	List the Operational Guidelines for improving Quality in Public Healthcare Facilities 2021.		

SECTION - C (30 Marks)Answer **ANY THREE** questions**ALL** questions carry **EQUAL** Marks

(3 × 10 = 30)

Module No.	Question No.	Question	K Level	CO
1	16	Define Quality. Explain its Characteristics.	K1	CO1
2	17	Construct the preparation of process flow Diagram for distinct processes in hospital.	K3	CO2
3	18	Examine the seven basic QC tools.	K4	CO3
4	19	Evaluate the Role of AI in Healthcare.	K5	CO4
5	20	Discuss briefly about NABH standards for hospitals.	K6	CO5

Z-Z-Z

END