

Online Examinations (Even Sem/Part-I/Part-II Examinations 2020 - 2021)

Course Name - Hospital Quality Management & Patient Satisfaction

Course Code - PGDHMC401

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Answer all the questions. Each question carry one mark.

9. 1.Which of the following gas is produced from landfill wastes?

Mark only one oval.

- Biogas
- Natural gas
- Liquefied petroleum gas
- All of the above

10. 2.Which of the following statements is true about zero waste management?

Mark only one oval.

- Separate collection of each kind of waste
- Segregation of garbage at the source
- Community involvement
- All of the above

11. 3.How many main components are there in integrated waste management?

Mark only one oval.

- Two
- Three
- Seven
- Eleven

12. 4.Hazards and Disasters are mainly classified as-

Mark only one oval.

- Physical and chemical
- Natural and Human induced
- Physical and Human
- Social and cultural

13. 5.A hazard is a situation where there is:

Mark only one oval.

- Threat of natural calamity
- Threat to property and lives from calamities
- Threat for consequences of disaster
- All of the above

14. 6."Quality is defined by the customer" is:

Mark only one oval.

- An unrealistic definition of quality
- A user-based definition of quality
- A manufacturing-based definition of quality
- A product-based definition of quality

15. 7.TQM stands for:

Mark only one oval.

- Total Quality Management
- Total Quantity Management
- Total Qualitative Management
- To question management

16. 8. After E. Deming, who is considered to have the greatest impact in quality management?

Mark only one oval.

- Kauro Ishikawa
- Joseph M. Juran
- W.E. Deming
- Genichi Taguchi

17. 9. Deming's 4 step cycle for improvement is:

Mark only one oval.

- plan, do, check, act
- schedule, do, act, check
- do, act, check, monitor
- plan, control, act, sustain

18. 10. In Six Sigma, what is defined as any process output that does not meet customer specifications?

Mark only one oval.

- error
- cost
- quality
- defect

19. 11. Plan-do-study-act cycle is a procedure to:

Mark only one oval.

- Overall improvement
- Continuous improvement
- Permanent improvement
- Immediate improvement

20. 12. Quality practices must be carried out:

Mark only one oval.

- at the start of the project
- throughout the life of the project
- at the end of the project
- no need to carry out quality practices

21. 13. What are the charts that identify potential causes for particular quality problems:

Mark only one oval.

- Control Chart
- Flow chart
- Cause and Effect Diagram
- Pareto chart

22. 14. Quality circles work best if employees are initially trained in:

Mark only one oval.

- Group dynamics
- Motivation principles
- Communications
- All of the three

23. 15. Quality Trilogy includes:

Mark only one oval.

- Quality planning
- quality improvement
- quality control
- All the three

24. 16. production issues should be addressed early:

Mark only one oval.

- correct
- correct to some extent
- correct to great extent
- incorrect

25. 17.inspection is part of the:

Mark only one oval.

- quality control
- Quality Planning
- Quality improvement
- Quality circle

26. 18.QFD stands for:

Mark only one oval.

- Quantity for deployment
- Quality for deployment
- Quality function deployment
- Quality for decision

27. 19.reliability is the degree to which a unit of equipment performs its intended function under _____ for _____ of time.

Mark only one oval.

- specified conditions; specified period
- any condition; specified period
- specified conditions; all periods
- any condition; any period

28. 20.Kaizen is a _____ process, the purpose of which goes beyond simple productivity improvement

Mark only one oval.

- weekly
- daily
- monthly
- annual

29. 21.elements of quality management system are:

Mark only one oval.

- organizational structure
- responsibilities
- procedures
- all the three

30. 22.Based on his 14 Points, Deming is a strong proponent of:

Mark only one oval.

- inspection at the end of the production process
- an increase in numerical quotas to boost productivity
- looking for the cheapest supplier
- training and knowledge

31. 23.A fishbone diagram is also known as a :

Mark only one oval.

- cause-and-effect diagram
- poka-yoke diagram
- Kaizen diagram
- Taguchi diagram

32. 24.According to Deming most of the problems are related to systems and it is the responsibility of the management to improve the systems:

Mark only one oval.

- correct
- correct to some extent
- correct to great extent
- Taguchi

33. 25.fourteen points framework for quality and productivity improvement was suggested by:

Mark only one oval.

- Crosby
- Ishikawa
- Deming
- Juran

34. 26.Juran's Quality trilogy emphasizes the roles of quality planning, quality control and:

Mark only one oval.

- Quality Definition
- Quality enhancement
- Quality improvement
- quality maintenance

35. 27.Quality Circles members are:

Mark only one oval.

- Paid according to their contribution to quality
- External consultants designed to provide training in the use of Quality tools
- Always machine operators
- None of the three

36. 28.Quality management includes forming and directing a team of people to achieve a qualitative goal within an effective cost and time frame that results in:

Mark only one oval.

- a project completed in shortest possible time.
- a product or service that conforms to the required specifications.
- an award-winning product that brings public recognition to the project
- an innovative project that establishes qualification of the project team

37. 29.establishing measurements based on customer needs for optimizing product design is known as:

Mark only one oval.

- Quality planning
- Quality improvement
- Quality control
- Quality planning (Actual answer is Quality planning roadmap)

38. 30.DMAIC is:

Mark only one oval.

- develop, multiply, analyze, improve, check
- define, multiply, analyze, improve, control
- define, measure, analyze, improve, control
- define, manufacture, analyze, improve, control

39. 31.Quality fulfills a need or expectation that is:

Mark only one oval.

- Explicitly stated
- Implied
- Legally required
- All of the above

40. 32.Which is the set of activities that ensures the quality levels of products and services are properly maintained and that supplier and customer quality issues are properly resolved:

Mark only one oval.

- Quality Assurance
- Quality Planning
- Quality Control
- Quality Management

41. 33.Which of the following is not a target of Total Quality Management:

Mark only one oval.

- Customer Satisfaction
- Reducing manpower
- Continuous Cost Reduction
- Continuous Operational Improvement

42. 34.Juran's quality management philosophy is based on three pillars namely planning, control and:

Mark only one oval.

- Implementation
- Improvement
- Monitor
- Design

43. 35.A fundamental attribute of TQM is:

Mark only one oval.

- Drawing control charts
- Having team meetings
- Top management's direct involvement
- Meeting ISO 9000 audi

44. 36.Inspection assures that:

Mark only one oval.

- The process is in control
- Workers are motivated
- Product meets specification
- Quality problems are solved

45. 37.A control chart displays:

Mark only one oval.

- Whether workers are motivated
- Top management takes interest in quality
- Inspectors are doing their job
- Process variability

46. 38.Systematic problem solving requires:

Mark only one oval.

- Motivating the worker
- Defining the problem to be solved
- Drawing control charts
- Keeping management informed

47. 39.ISO 9000 determines:

Mark only one oval.

- If the company practices its written procedures
- If vendors are performing well
- Process capability
- The kind of control chart to be used

48. 40.An assignable cause is generally known to:

Mark only one oval.

- Vendors
- Top management
- Product designer
- Workers

49. 41.Flow charts indicate:

Mark only one oval.

- Causes of process variation
- The kind of forms to fill out
- Who reports to whom
- How inputs get processed into outputs

50. 42.Process Diagnosis determines:

Mark only one oval.

- If the workers are doing their job
- The possible cause of a failure
- If control charts are in control
- When top management should talk to vendors

51. 43.Team orientation means:

Mark only one oval.

- Workers having lunch with their families
- Workers getting daily briefing
- Working collectively toward a common goal
- Cooperation with government regulators

52. 44.Creativity requires:

Mark only one oval.

- Workers having lunch with their families
- Workers getting daily briefing
- Working collectively toward a common goal
- Cooperation with government regulators

53. 45.Creativity requires:

Mark only one oval.

- Control charts
- Complete knowledge of vendor's capability
- Managing the quality of ideas generated
- Facilitation

54. 46.Problem identification requires:

Mark only one oval.

- Flow charting the process
- Monitoring customer complaints
- Knowing how to draw control charts
- Team meetings

55. 47.Problem solving begins with:

Mark only one oval.

- Team discussions
- SPC
- Design of experiments
- Problem identification

56. 48.Benchmarking determines:

Mark only one oval.

- Customer requirements
- Process capability
- How company is doing relative to others
- Getting ISO 9000 audit done

57. 49.Control charts help in:

Mark only one oval.

- Reaching six sigma
- Rejecting parts supplied by vendors
- Keeping workers motivated
- Deciding when to investigate the process

58. 50.Seven tools include:

Mark only one oval.

- Team meetings
- Management meeting regularly with workers
- Workers' toolkit
- Histogram

59. 51.Quality management requires:

Mark only one oval.

- ISO 9000 certification
- Workers not working overtime
- Printing promotional brochures
- Keeping internal customers satisfied

60. 52.A problem definition should include:

Mark only one oval.

- A control chart
- Names of members of the team
- What the problem is and what it is not
- Who was operating the machine that day

61. 53.Efficiency means:

Mark only one oval.

- There are no defects in the output
- Process is capable
- Cost of quality is low
- Resources are made the most of

62. 54.Service quality cannot be managed when:

Mark only one oval.

- No vendors are involved
- Customer expectations are not known
- Workers don't meet regularly with management
- Consultants are not consulted

63. 55.TQM does not imply:

Mark only one oval.

- Strong external customer orientation
- Partnership with vendors
- Meticulously re-stocking defective products
- Training

64. 56. Cost of quality is really:

Mark only one oval.

- A way to prioritize actions
- Cost of production
- Cost of sales
- Cost of high-quality products

65. 57. Accuracy implies:

Mark only one oval.

- We know customer targets
- Computerized machines
- Average performance is on target
- All products are of same size

66. 58. Six Sigma implies:

Mark only one oval.

- A statistical method
- A trouble-shooting method
- Teams are effective
- 3 defects per million in output

67. 59.A service cannot be:

Mark only one oval.

- Stored
- Inspected
- Targeted
- Appraised

68. 60.Quality control does not apply to:

Mark only one oval.

- Drawing flow charts
- Drawing control charts
- Driving
- Idea generation

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