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BRAINWARE UNIVERSITY

Term End Examination 2024-2025

Programme – B.Sc.(CCT)-2022/B.Sc.(CCT)-2023/B.Sc.(CCT)-2024

Course Name – Quality Assurance and Accreditation

Course Code - BCCTC202

(Semester II)

Full Marks : 60

Time : 2:30 Hours

[The figure in the margin indicates full marks. Candidates are required to give their answers in their own words as far as practicable.]

Group-A

(Multiple Choice Type Question)

1 x 15=15

1. Choose the correct alternative from the following :

- (i) Identify the full form of NABH.
 - a) National Association Board for Hospitals
 - b) National Associated Board of Hospitals
 - c) National Accredited Board for Hospitals and Healthcare Providers
 - d) National Accredited Board for Hospitals
- (ii) Show one of the following that relates to the concept of Quality Manual.
 - a) Document that defines quality process
 - b) Document that defines and demonstrates QMS of an organization
 - c) Document of quality circle
 - d) Document that defines the organization
- (iii) Show us from the below-mentioned answers, a key principle of Total Quality Management (TQM):
 - a) Bureaucracy
 - b) Continuous improvement
 - c) Isolation
 - d) Rigidity
- (iv) Identify the other name of the cause-effect diagram:
 - a) Pareto analysis
 - b) Ishikawa diagram
 - c) Quality circle
 - d) Quality control
- (v) Outline the cost which is associated with not producing quality products or services.
 - a) Cost of good quality
 - b) Cost of worst quality
 - c) Cost of fine quality
 - d) Cost of poor quality
- (vi) Show us the full form of A.S.Q.
 - a) American Society for Quality
 - b) African Society for Quality
 - c) Association Society for Quality
 - d) Accreditation Society for Quality

- (vii) Which dimension of quality can be important in services?
a) Deliverables b) Tangibles
c) Inputs d) Durability
- (viii) Identify the standard that relate to environment management.
a) ISO 9000 b) ISO 9001
c) ISO 9002 d) ISO 14001
- (ix) Identify the number of clauses ISO 9001 has.
a) 5-7 b) 6-8
c) 7-9 d) 8-10
- (x) Outline the answer that refers to general processes of improvement & encompasses discontinuous improvements.
a) Continuous improvement b) continual improvement
c) Constant improvement d) Consecutive improvement
- (xi) Show us an answer highlighting the concept of zero inventory.
a) Six-sigma b) Continuous improvement
c) Just in time d) Zero defects
- (xii) Show us from the below-mentioned answers, the exact purpose of a Quality Management System (QMS).
a) To create more paperwork b) To comply with regulations only
c) To improve processes and products d) To slow down production
- (xiii) Show us the answer that is not an appraisal in SQA.
a) Inter-process inspection b) Maintenance
c) Testing d) Quality Planning
- (xiv) People who serve as trainers, mentors and guides in six-sigma quality projects are known as:
a) Green Belts b) Master Black Belts
c) Champions d) Block Belts
- (xv) Relating to the concept of Quality Assurance, highlight the stages of Quality Assurance:
a) Situation analysis b) Setting quality indicators & standards
c) Both A & B d) None of these

Group-B

(Short Answer Type Questions)

3 x 5=15

2. Tell what do you mean the concept MOM mentioned in NABH standards? (3)
3. Relate the benefits of quality management to the reputation of a hospital in the community. (3)
4. Explain the ways to use quality documents to improve quality. (3)
5. Illustrate the need for Total Quality Management in hospitals. (3)
6. Explain the challenges faced by the hospitals in the absence of hospital information systems. (3)

OR

Explain the need for quality audits in hospitals.

(3)

Group-C

(Long Answer Type Questions)

5 x 6=30

7. Explain the role of standardization in quality management in a healthcare setup. (5)
8. Construct an answer highlighting the benefits of accreditation in healthcare organizations. (5)

9. Differentiate between QA & QC. (5)
10. Explain the meaning of quality standards in your own words. (5)
11. Illustrate the role of ISO standards in quality management? (5)
12. Differentiate between internal audit & external audit. (5)

OR

Illustrate the advantages of using statistical packages. (5)

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