



BRAINWARE UNIVERSITY

Term End Examination 2022

Programme – BBA(HM)-2020

Course Name – Hospital Quality Management

Course Code - BBAHMC501

(Semester V)

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) The main objective of quality assurance:
- | | |
|--------------------------------|-------------------------------------|
| a) Proof of fitness of product | b) Inspection of quality of product |
| c) Quality conformance | d) Customer satisfaction |
- (ii) Define Quality Management
- | | |
|--|---|
| a) the act of management functions to maintain a desired level of excellence | b) it's involved in determination of quality policy |
| c) implementation of process and policies | d) all of these |
- (iii) What is the Main components of Quality?
- | | |
|---------------------|----------------------|
| a) Quality planning | b) Quality assurance |
| c) Quality control | d) all of these |
- (iv) What Quality Management is associated, only except:
- | | |
|-------------------------------------|------------|
| a) process & system of organization | b) people |
| c) procedures | d) capital |
- (v) Basic principles of QA consist
- | | |
|---|--|
| a) never ending process | b) emphasis is on establishing professional excellence |
| c) patients satisfaction at reasonable cost | d) all of these |
- (vi) The type of check sheet used to collect information on process variability is called _____
- | | |
|-------------------------------------|-------------------------------|
| a) Process distribution check sheet | b) Defective item check sheet |
| c) Defect location check sheet | d) Defect factor check sheet |
- (vii) The type of check sheet which identifies where defects occur in a product is called _____
- | | |
|-------------------------------------|-------------------------------|
| a) Process distribution check sheet | b) Defective item check sheet |
| c) Defect location check sheet | d) Defect factor check sheet |
- (viii) Benchmarking determines what
- | | |
|--|--------------------------------|
| a) Customer requirements | b) Process capability |
| c) How company is doing relative to others | d) Getting ISO 9000 audit done |

