Term End Examination 2023-2024
Programme – B.Sc.(CCT)-2022/B.Sc.(CCT)-2023
Course Name – Quality Assurance and Accreditation
Course Code - BCCTC202
(Semester II)

Time : 2:30 Hours

Full Marks : 60
[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)   What is the full form of ISO?

   a) International standard for Organization   b) International Standardization for Organization

   c) International Organization of Standard   d) International Organization for Standardization

(ii)   Illustrate the full form of JIT.

   a) Just in table   b) Just in tools
   c) Justify the time   d) Just in time

(iii) The primary objective of Quality Management in an healthcare organization is related to:

   a) Resource allocation   b) Customer satisfaction
   c) Employee training   d) Market expansion

(iv) What is the concept of quality assurance?

   a) It is the measurement of the degree to which   b) Any systematic process used to ensure
      a product satisfies the need   quality in the process
   c) Process of identifying defects   d) It is a corrective tool

(v)   Identify the other name of the fish-bone diagram.

   a) Cause-effect diagram   b) Poka-yoke diagram
   c) Kaizen diagram   d) Taguchi diagram

(vi) Show us the full form of SQC.

   a) Statistical Quality Chart   b) Statistical Quality Control
   c) Statistical Quantitative Control d) Statistical Quantitative Chart

(vii) Who has given the structure process outcome?

a) Philip Crosby
b) J.M. Juran
c) E. Deming
d) Avedis Donabedian

(viii) Show us the answer that is not a process & outcome criteria for assessing the quality of care in the hospital:

a) Patient satisfaction
b) Admission policy
c) Protocol of admission & discharge
d) Technology

(ix) Identify the location of the ISO headquarter:

a) India
b) U.S.A.
c) Switzerland
d) Australia

(x) Show us the full form of SPC.

a) Statistical Process Control
b) Statistical Program Control
c) Statistical Product Control
d) None of these

(xi) Relating to the concept of DMAIC, DMAIC methodology in Six Sigma stands for:

a) Define, Measure, Analyze, Implement, Control
b) Determine, Manage, Assess, Improve, Change
c) Develop, Monitor, Align, Integrate, Communicate
d) Document, Modify, Advance, Integrate, Collaborate

(xii) Outline the area of a product or service that mostly affects its reliability & maintenance characteristics.

a) Design
b) Concept
c) Fabrication
d) Performance

(xiii) Identify the tool developed by Deming.

a) Plan, Check, Act, Do
b) Plan, Act, Check, Do
c) Plan, Do, Check, Act
d) Plan, Do, Act, Check

(xiv) The concept of Kaizen is related to:

a) Kaizen promotes a static work environment
b) Kaizen emphasizes continuous improvement
c) Kaizen is a one-time project
d) Kaizen is unrelated to quality

(xv) Illustrate the concept of customer feedback in Quality Management.

a) Customer feedback is irrelevant in Quality Management
b) Ignoring customer complaints is part of the process
c) Analyzing and using customer feedback for improvement
d) Customer satisfaction is not a priority

Group-B
(Short Answer Type Questions)   3 x 5=15

2. Explain in your own words the concept of Total Quality Management.   (3)
3. Explain the concept of quality management.   (3)
4. What are the factors that affect the quality of services provided in a hospital?   (3)
5. Explain the concept of PDCA cycle.   (3)
6. Construct an answer mentioning the need for quality manuals in healthcare organizations. (any 3 points)   (3)

OR

Construct an answer highlighting the meaning of Statistical Process Control.   (3)

Group-C
(Long Answer Type Questions)   5 x 6=30

7. Demonstrate the functions of the Quality Management team. (5)
8. Explain the Quality Audit process in your own words. (5)
9. By applying your knowledge highlight the advantages of JCI Accreditation in Hospitals. (5)
10. Show how the Kaizen's technique is applicable in the healthcare organizations. (5)
11. Explain the ways to use Quality Circle in hospital. (5)
12. Explain the challenges faced by professionals in implementing TQM in an organization. (5)

OR

Illustrate the uses of statistical packages in healthcare organizations. (5)

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