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BRAINWARE UNIVERSITY

Term End Examination 2023
Programme – DMLT-2021/DMLT-2022
Course Name – Quality Assurance and Accreditation
Course Code - DMLT201
(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) Select the Boss in the healthcare industry:
 - a) Doctor
 - b) Patient
 - c) Administrator
 - d) Managing Director
- (ii) Select the correct meaning of Quality:
 - a) Poor quality
 - b) False results
 - c) Negative Results
 - d) None of these
- (iii) State how many stages are needed for inspection and testing in TQM as per ISO 9001:
 - a) 1
 - b) 2
 - c) 3
 - d) 4
- (iv) _____ is identified as a part of quality management focussed on providing confidence that quality requirements will be fulfilled:
 - a) Quality Management
 - b) Quality
 - c) Quality Assurance
 - d) Uploading
- (v) Identify which of the following is not an advantage of implementing a quality system that conforms to ISO standards:
 - a) Improvement in employee involvement
 - b) Improvement in housekeeping
 - c) Improvement in customer satisfaction
 - d) Inefficient decision making
- (vi) State which ISO 9000 family standard provides the fundamentals and vocabulary for quality management systems:
 - a) ISO 19011:2018
 - b) ISO 9000:2015
 - c) SO 9001:2015
 - d) ISO 9004:2018

- (vii) Statistical quality control techniques are based on the theory of _____. Choose the correct answer.
- a) Probability
b) Quality
c) Statistics
d) Set theory
- (viii) Identify the control chart for fraction defective:
- a) V-chart
b) P-chart
c) X-chart
d) C-chart
- (ix) Qa and Qc stand for _____. Select the correct option
- a) Quality adjustment and queuing control
b) Quality assurance and quality control
c) Quality adjustment and quality completion
d) Quality assurance and queuing control
- (x) Select which one is not an External failure cost.
- a) complaint resolution
b) testing
c) helpline support
d) warranty work
- (xi) Identify the type of chart will be issued to plot the number of defectives in the output of any process:
- a) x bar chart
b) R chart
c) C chart
d) P chart
- (xii) Select the three types of quality approaches:
- a) Quality of Design/redesign
b) Quality of Performance
c) Quality of Conformance
d) All of these
- (xiii) PDCA cycle is the contribution of _____. Select the correct option.
- a) walter shewhart
b) philip crosby
c) genichi taguchi
d) w. edwards deming
- (xiv) Identify the elements of Quality statements:
- a) vision statement
b) mission statement
c) quality policy statement
d) all of these
- (xv) PDCA cycle stands for _____. Select the correct option
- a) plan do check act
b) plan did check act
c) process do check act
d) process did check acknowledge

Group-B

(Short Answer Type Questions)

3 x 5=15

2. Express the steps in NABH accreditation process. (3)
3. Briefly describe electronic records. (3)
4. Distinguish between Corrective action and preventive action. (3)
5. summarise the use of westgard multi rule in quality control. (3)
6. Summarize the causes of system failure in a laboratory and the corrective action for improving laboratory results ? (3)

OR

Summarize NABH Guidelines.

(3)

Group-C

(Long Answer Type Questions)

5 x 6=30

7. Conclude Standard Bio Medical Lab Set up
8. Explain some mandatory quality procedures. (5)
9. Explain the tools for evaluating quality. (5)
10. Identify the advantages of JCI (5)
11. Predict the details parameters for the assessment of the precision of an analytical method. (5)

12. Conclude different types of errors during the time of analysis. (5)

OR

Conclude the parameter- mean, median, and mode. (5)
