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Roll. No. _____

SFA-4143

M.H.A. (Semester-II) Examination, 2015

(New Course)

Paper-IV

(Quality Management)

Time Allowed : Three Hours] [Maximum Marks : 70

Note : Question No.1 is compulsory. Apart from that, Attempt Four questions selecting one question from each of the four Units.

1. Write short notes on the following: 30

(i) Product development cycle

(ii) Quantification of Quality

(iii) PDSA Cycle

(iv) Control Chart

(v) Quality Assurance

(vi) ISO-9000

P.T.O.

(2)

- (vii) Difficulties in Implementing TQM
- (viii) 5-S
- (ix) Audit Reporting
- (x) Economics of Quality Management

Unit-I

- 2. What is Continuous Improvement. Discuss quality management principle applicable to health. 10
- 3. Explain Benchmarking. Discuss drawbacks of benchmarking. 10

Unit-II

- 4. Quality Control is an after event phenomenon, Discuss. 10
- 5. What are the activities of Quality Planning. Explain the Dimension of quality. 10

Unit-III

- 6. What is NABH. Explain NABH Accreditation procedure. 10
- 7. What is Six Sigma approach to quality Improvement, discuss. 10

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Unit-IV

- 8. What do you understand by Quality function Deployment. Discuss general consideration for a good design. 10
- 9. How do you assess customer needs and how would you check outcome of quality. 10