

**[LD 1013]**

**OCTOBER 2013**  
**M.Sc., (MEDICAL SOCIOLOGY) DEGREE EXAMS**  
**(OLD REGULATION)**  
**SECOND YEAR**  
**PAPER VI – TOTAL QUALITY MANAGEMENT**

**Sub. Code: 3064**

**Q.P. Code: 283064**

**Time: Three hours**

**Answer All questions**

**Maximum: 100 Marks**

**I Elaborate on:**

**(2x20 =40)**

1. Elaborate the quality enhancement tools.
2. Significance of ISO in improving total quality in health care Industry.

**II. Write Short notes on:**

**(10 x 6 = 60)**

1. Surgical Audit.
2. Brain storming
3. Principles of Quality service activities.
4. Features of Total Quality Management.
5. Organizational culture.
6. Check Sheets.
7. Patients rights and education in NABH.
8. Contemporary issues in Health care.
9. Feature of Crosby theatrical perspective.
10. Performance evaluation of Health care.

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