

**THE TAMIL NADU DR. M.G.R. MEDICAL UNIVERSITY**

[AHS 0122]

JANUARY 2022

Sub. Code: 1744

(FEBRUARY 2021 & AUGUST 2021 EXAM SESSION)

**B.Sc. MEDICAL RECORD SCIENCE  
THIRD YEAR (Regulations from 2015-2016 & 2018-2019)  
PAPER IV – QUALITY MANAGEMENT IN HEALTH CARE  
Q.P. Code: 801744**

**Time: Three Hours**

**Answer ALL Questions**

**Maximum: 100 Marks**

**I. Elaborate on:**

**(3 x 10 = 30)**

1. Explain the contribution of Deming to TQM.
2. Describe the quality aspects of process in hospital diagnostic services.
3. What are the benefits of accreditations?

**II. Write notes on:**

**(8 x 5 = 40)**

1. Describe the principles of Quality Assurance.
2. Explain the Dimensions of Product Quality.
3. Explain the need for the quality system in an organization.
4. Give the Principles of total quality management.
5. How can our process have the Biggest Impact?
6. Describe the process of Root Cause Analysis.
7. What are the benefits of Employee Involvement?
8. Why is ISO 9000 Important?

**III. Short answers on:**

**(10 x 3 = 30)**

1. Mention the basic features of TQM.
2. What is Deming Cycle?
3. What are ISO 9000 Quality Standards?
4. What are the elements of Total Quality Managements?
5. What 5s in hospital?
6. What are ISO 9000 and ISO 14000?
7. What is JCI in hospital?
8. What are the important habits of Quality Leaders?
9. What are the benefits of ISO 14001?
10. What are the roles assigned to people in Quality Circles?

\*\*\*\*\*