

**POST GRADUATE CERTIFICATE IN QUALITY
MANAGEMENT IN HEALTHCARE
(PGCQM)**

Term-End Examination

00091 December, 2014

MAH-012 : QUALITY TOOLS AND TECHNIQUES

Time : 3 hours

Maximum Marks : 100

Note : *Attempt any five questions. All questions carry equal marks.*

1. Discuss in detail the healthcare criteria for performance excellence framework and goals developed by Malcolm Baldrige. 20
2. (a) What do you understand by FOCUS PDCA ? 10
(b) Critically discuss FOCUS PDCA steps with a suitable flow-chart. 10
3. What do you understand by the term POKA-YOKE ? Discuss in detail why it is important and explain how to use it. 10+10
4. Explain the difference between common cause variation and special cause variation. 20

5. How will you differentiate score card from dash board ? Briefly discuss balanced score card. 20
 6. What is NABH ? How does it differ from NABL ? Critically discuss NABH. 20
 7. Define range and standard deviation (SD). Briefly discuss normal distribution (Bell-curve). 20
 8. What do you understand by the term Kaizen ? Briefly discuss the two major components of Kaizen. 20
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