

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

Term-End Examination

December, 2015

MAH-012 : QUALITY TOOLS AND TECHNIQUES

Time : 3 hours

Maximum Marks : 100

Note : Attempt any **five** questions. All questions carry equal marks. Each question carries 20 marks.

1. Enumerate the core values and concepts that help in enhancing organizational performance. Critically discuss any two of them. 10+10
2. Describe Shewhart cycle. Discuss in detail four steps of PDCA methodology. 5+15
3. Explain Management Approach. Discuss in detail the importance of Poka-Yoke (Mistake-proofing). 10+10
4. Define six Sigma. Describe in detail DMAIC (Define, Measure, Analyse, Improve, Control) Approach. 5+15
5. Explain the meaning of the term Kaizen. Enumerate the key Kaizen practices and describe any two of them in detail. 5+10+5

6. Enumerate the types of Benchmarking. Critically discuss the key steps to Benchmarking. 10+10
7. Describe in detail mean, median and mode. Support your answer with examples. 20
8. Write short notes on any **two** of the following : 2×10=20
- (a) Sampling
 - (b) Hypothesis Testing
 - (c) Research Hypothesis
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