

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

Term-End Examination

December, 2014

00264

MAH-011 : QUALITY IN HEALTH CARE

Time : 3 hours

Maximum Marks : 100

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

1. Define Quality. Critically discuss the David Garvin's major approaches for defining Quality. 20
2. Discuss in detail the Health Care Manager's perception of Quality. 20
3. (a) What do you understand by Quality Control (QC)? 10
(b) Discuss in detail TQM with suitable diagram. 10
4. "Quality is described as the eye of the beholder." Discuss in detail how the purchasers group influence the choice of quality measures. 20

5. What do you understand by quality of operations ? How does it differ from quality of results ? 10+10
6. (a) What is Quality Trilogy ? 10
(b) Discuss in detail Joseph Juran's 10 steps to quality improvement. 10
7. Critically discuss the important steps required for delivery of Quality in Health Care with suitable examples. 20
8. Discuss in detail the role of a Manager in creating a culture of Quality in the organization. 20
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