

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

Term-End Examination

June, 2015

00312

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. What do you understand by PDCA model ?
Critically discuss the four steps of PDCA methodology. 20

2. Discuss in detail the concept of Lean thinking /
Lean management which is associated with
manufacturing. 20

3. Define Six Sigma. Briefly discuss the Six Sigma
process. 20

4. Discuss in detail the need of benchmarking in the
healthcare organisations. 20

5. (a) What is Hypothesis Testing ? 10
(b) Describe Null Hypothesis in detail. 10

6. What is accreditation ? Explain its importance for healthcare organisations. 20
7. What is JCAHO ? Discuss focussed accreditation in detail. 20
8. (a) Explain control charts. 10
- (b) Critically discuss the types and elements of control charts. 10
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