

Seat No.	
-------------	--

Total No. of Questions : 7]

[Total No. of Printed Pages : 2

**[4184]-101**

**P. G. D. H. M. (Semester - I) Examination - 2012**

**PRINCIPLES AND PRACTICES OF MANAGEMENT AND  
ORGANISATIONAL BEHAVIOUR**

**(2009 Pattern)**

**Time : 3 Hours]**

**[Max. Marks : 70**

***Instructions :***

- (1) Question No. 7 is Compulsory.*
- (2) Attempt **any four** out of the remaining.*
- (3) All questions carry equal marks.*

- 
- 
- Q.1)** “Planning is looking ahead while controlling is looking back.” Discuss with suitable examples.
- Q.2)** Explain contribution of Henry Fayol to the Field of Management.
- Q.3)** Define Communication. Explain process of Communication in detail.
- Q.4)** Define Personality. Explain building blocks of Personality. Explain any one Theory of Personality.
- Q.5)** Define Managerial Decision-making. Explain its nature and purpose. Explain various Styles of Decision-making.
- Q.6)** Explain Process of Motivation with suitable examples. Also explain Maslow’s Hierarchy of Needs.

**Q.7) Write short notes : (Any Two)**

- (a) Management By Objectives (MBO)
  - (b) Team Work
  - (c) Organisational Behaviour
  - (d) Quality Circles
-

Seat No.	
-------------	--

Total No. of Questions : 7]

[Total No. of Printed Pages : 4

**[4184]-102**

**P. G. D. H. M. (Semester - I) Examination - 2012**

**MANAGERIAL ACCOUNTING AND FINANCIAL MANAGEMENT**

**(2009 Pattern)**

**Time : 3 Hours]**

**[Max. Marks : 70**

***Instructions :***

- (1) Q. No. 1 is compulsory.*
- (2) Attempt **any two** questions from each section.*
- (3) Figures to the right indicate full marks.*
- (4) Use only one answer-book for both the sections.*
- (5) Use of simple calculator is allowed.*

---

---

**Q.1) (A)** Classify the following Accounts into Personal, Real and Nominal A/cs. : **[05]**

- (a) Wages
- (b) Machinery
- (c) Pradeep Shah
- (d) Cash A/c.
- (e) Capital A/c.

**(B)** Explain the following : **[05]**

- (a) Depreciation
- (b) Working Capital

## **SECTION - I**

**Q.2)** What is 'Budgetary Control' ? Describe various types of Budgets. [15]

**Q.3)** Write short notes : (Any Three) [15]

- (a) Trial Balance
- (b) Double Entry System of Accounts
- (c) P.V. Ratio
- (d) OPD Register
- (e) Cash Budget

**Q.4)** Pass necessary Journal Entries in the books of Suman Nursing Home, Pune from the following transactions : [15]

**February, 2012**

- 1 Dr. Suman Shah established a Nursing Home, with cash Rs. 1,00,000, Medicines Rs. 2,00,000, Furniture Rs. 3,00,000 and Surgical Equipments Rs. 50,000.
- 2 Paid Rent Rs. 20,000.
- 3 Paid Printing and Stationery Bill for Rs. 5,000.
- 5 Purchased Surgical Instruments for Rs. 1,00,000.
- 11 Paid Consultant's Fees Rs. 30,000.
- 16 Opened a New Bank A/c. by depositing cash of Rs. 25,000 into Dena Bank.
- 25 Received Cash for X-rays Rs. 10,000.
- 27 Paid Electricity Bill for Rs. 8,000.
- 29 Paid Salaries to Administrative Staff Rs. 25,000.

## **SECTION - II**

**Q.5)** What is Ratio Analysis ? Explain its advantages and limitations. [15]

- Q.6)** The Modern Company is having four departments, 'A', 'B', 'C' and 'D'. You are required to allocate the following : **[15]**

Common Overhead Expenses on the basis of information given below :  
(State clearly the basis of allocation)

<b>Overhead Expenses</b>	<b>Amount (Rs.)</b>
Rent and Rates	32,000
Power	10,700
Lighting	5,000
Insurance (Factory Building)	3,600
Insurance (Machinery)	7,200
Depreciation on Machinery	36,000
Supervision Charges	25,000

**Other Information :**

	<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>
Horse Power Hours Ratio	25	35	30	10
Space Occupied [Sq.ft.]	800	600	400	200
Book Value of Machinery (Rs.)	40,000	60,000	30,000	70,000
Lighting Points (Nos.)	50	30	20	25
Time Devoted for Supervision	20%	30%	25%	25%

- Q.7)** Sahyadri Hospitals Pvt. Ltd. wishes to prepare CASH BUDGET from January to June, 2011. Prepare Cash Budget. **[15]**

<b>Month</b>	<b>Total Sales</b>	<b>Materials</b>	<b>Wages</b>	<b>Selling Cost</b>	<b>Production Cost</b>	<b>Admn. Cost</b>
January	72,000	25,000	10,000	4,000	6,000	1,500
February	97,000	31,000	12,100	5,000	6,300	1,700
March	86,000	25,500	10,600	5,500	6,000	2,000
April	88,600	30,600	25,000	6,700	6,500	2,200
May	1,02,500	37,000	22,000	8,500	8,000	2,500
June	1,08,700	38,800	23,000	9,000	8,200	2,500

**Other Information :**

- (1) Cash Balance as on 1st January was Rs. 72,500.
- (2) Assume that 50% are Cash Sales and 50% Credit Sales (Debtors).
- (3) Assets are to be acquired in the month of February and April. Therefore, provision should be made for the payment of Rs. 8,000 and Rs. 25,000 for the same.
- (4) Bank Loan taken in the month of May for Rs. 30,000.
- (5) Dividend Payment in the Month of June for Rs. 35,000.
- (6) Debtors are allowed one month's credit.
- (7) Sales Commission @ 3% on total sales.
- (8) Creditors (for Goods or Materials) grant one month's credit.

---

Seat No.	
-------------	--

Total No. of Questions : 7]

[Total No. of Printed Pages : 2

**[4184]-103**

**P. G. D. H. M. (Semester - I) Examination - 2012**

**HOSPITAL PLANNING**

**(2009 Pattern)**

**Time : 3 Hours]**

**[Max. Marks : 70**

***Instructions :***

- (1) Attempt **any five** questions.*
- (2) All questions carry equal marks.*
- (3) Draw diagrams/sketches wherever necessary.*

- 
- 
- Q.1)** How will you prepare a Project Report for 100 Bedded Hospital to be established in a semi/urban area. **[14]**
- Q.2)** Discuss Planning and Management of Central Supply of Medical Gases in a Multi-speciality Hospital. **[14]**
- Q.3)** What is a Hospital ? Discuss various types of Hospitals. **[14]**
- Q.4)** Describe how will you select and appoint Architect for a new Hospital Project ? How will you prepare Architect's Duties ? **[14]**
- Q.5)** Discuss a plan of Operation Theater for a 100 Bedded Multi-speciality Hospital. Describe various Zones in Operation Theater Complex. **[14]**
- Q.6)** Describe various Water Conservation Methods for a Hospital in a Metro-city. What specific precautions have to be taken in Water Supply to a Dialysis Unit ? **[14]**

**Q.7) Write short notes : (Any Two)**

**[14]**

- (a) Role of a Day Care Centre
  - (b) Hospital Circulation
  - (c) Design of a Standard General Ward
  - (d) Landscaping
-



Seat No.	
-------------	--

Total No. of Questions : 7]

[Total No. of Printed Pages : 2

**[4184]-104**

**P. G. D. H. M. (Semester - I) Examination - 2012**

**MEDICAL TERMINOLOGY AND PROCEDURES**

**(2009 Pattern)**

**Time : 3 Hours]**

**[Max. Marks : 70**

***Instruction :***

*Attempt any five questions.*

---

---

**Q.1)** Describe Human Digestive System Anatomy and Physiology of Digestion. **[14]**

**Q.2)** Describe how you will plan a Public Education Program on Life Style related Diseases Prevention ? **[14]**

**Q.3)** Write short notes : **(Any Two)** **[14]**

- (a) Cardiac Arrest
- (b) Nephrotic Syndrome
- (c) Female Infertility
- (d) Jaundice

**Q.4)** How will you investigate a Case of Diabetes Mellitus ? **[14]**

**Q.5)** Write short notes : **(Any Two)** **[14]**

- (a) USG
- (b) Lumbar Puncture
- (c) Coronary Angiography
- (d) Endoscopy

**Q.6)** Describe Anatomy of Respiratory System and Gases Exchange Physiology. **[14]**

**Q.7)** Write short notes : **(Any Two)** **[14]**

- (a) Renal Stones
  - (b) Mammography
  - (c) Spinal Injuries
  - (d) Hypertension
-

Seat No.	
-------------	--

Total No. of Questions : 7]

[Total No. of Printed Pages : 2

**[4184]-105**

**P. G. D. H. M. (Semester - I) Examination - 2012**

**HOSPITAL ADMINISTRATION**

**(2009 Pattern)**

**Time : 3 Hours]**

**[Max. Marks : 70**

***Instructions :***

- (1) Attempt **any five** questions.*
- (2) All questions carry equal marks.*

- 
- 
- Q.1)** Describe duties and responsibilities of C.E.O. of a 300 Bedded Corporate Hospital. **[14]**
- Q.2)** Discuss Phases of Disaster Management Planning for a Multi-speciality Hospital in a Metro City. Describe Administrative Issues to be managed in a Bomb-blast Disaster. **[14]**
- Q.3)** Describe role of Front Office Department in Marketing of your Hospital. **[14]**
- Q.4)** Elaborate Duties of a Ward Manager in Customer Relations Management. **[14]**
- Q.5)** Explain in detail Management of a Diagnostic Centre. **[14]**
- Q.6)** Describe how you will organise Half Day Public Awareness Program on HIV/AIDS ? **[14]**

**Q.7) Write short notes : (Any Two)**

**[14]**

- (a) Hospital Plastic Waste Management
  - (b) HIS
  - (c) Fire Fighting Arrangement in Hospital
  - (d) Matron Report
  - (e) ALOS
  - (f) Help Desk for Health Insurance Patients
-

Seat No.	
-------------	--

Total No. of Questions : 7]

[Total No. of Printed Pages : 2

**[4184]-11**

**P. G. D. H. M. (Semester - I) Examination - 2012**

**PRINCIPLES AND PRACTICES OF MANAGEMENT IN HOSPITALS**

**(2005 Pattern)**

**Time : 3 Hours]**

**[Max. Marks : 70**

***Instructions :***

- (1) Attempt **any two** questions each from section - I and section - II.*
- (2) All questions carry equal marks.*

---

---

**SECTION - I**

- Q.1)** Explain Principles of Management, as given by Henri Fayol.
- Q.2)** Explain Management By Objectives (MBO). What are the benefits of MBO ?
- Q.3)** What do you understand by Decentralisation ? What are the Principles of Delegation of Authority ?
- Q.4)** What is the difference between Co-ordination and Co-operation ? Explain Principles of Co-operation.

**SECTION - II**

- Q.5)** What is 'Organisational Behaviour' ? Explain Models of Organisational Behaviour.

**[4184]-11**

**1**

**P.T.O.**

**Q.6)** What is Work Motivation ? Differentiate between Maslow and Herzberg's Theories of Motivation.

**Q.7)** Define Group Dynamics. Explain Theories of Group Formation.

---

Seat No.	
-------------	--

Total No. of Questions : 7]

[Total No. of Printed Pages : 3

**[4184]-12**

**P. G. D. H. M. (Semester - I) Examination - 2012**

**BASIC ACCOUNTING AND  
FINANCIAL MANAGEMENT IN HOSPITALS**

**(2005 Pattern)**

**Time : 3 Hours]**

**[Max. Marks : 60**

***Instructions :***

- (1) Answer **any three** from section - I and **any one** from section - II.*
- (2) All questions carry equal marks.*
- (3) Use only one answer-sheet for both sections.*

---

---

**SECTION - I**

- Q.1)** What is meant by Working Capital ? Explain factors which affect determination of Working Capital requirement.
- Q.2)** Explain any five Fundamental Concepts in Financial Accounting.
- Q.3)** What are the important factors to be considered in planning Capital Structure of a Company ?
- Q.4)** Discuss application of Ratio Analysis in Interpretation of Financial Statements and in Financial Analysis. What are its limitations ?

**Q.5) Write short notes : (Any Three)**

- (a) Cash Budget
- (b) Budgetary Control
- (c) Methods of Depreciation
- (d) Types of Cost Centres
- (e) Types of Account and its Rules

## **SECTION - II**

**Q.6) From the following information, calculate :**

- (a) P.V. Ratio
- (b) B.E.P.
- (c) If Sales Price is reduced to Rs. 80, calculate New Break-even Point :

Total Sales Rs. 5,00,000

Selling Price per unit Rs. 100

Variable Cost per unit Rs. 60

Fixed Cost Rs. 1,20,000

**Q.7) From the following Trading and Profit and Loss A/c. of 'R' Co. Ltd. for the year ended 31 March, 2008, you are require to calculate :**

- (a) Gross Profit Ratio
- (b) Operating Ratio
- (c) Operating Profit Ratio
- (d) Net Profit Ratio



<b>Dr.</b>		<b>Cr.</b>	
<b>Particulars</b>	<b>Rs.</b>	<b>Particulars</b>	<b>Rs.</b>
To Opening Stock	60,000	By Sales	4,00,000
To Purchase	2,75,000	By Closing Stock	75,000
To Wages	25,000		
To Gross Profit c/d.	1,15,000		
	<b>4,75,000</b>		<b>4,75,000</b>
To Administrative Expenses	45,000	By Gross Profit b/d.	1,15,000
To Selling and Distribution Expenses	10,000	By Interest on Investment	10,000
To Office Expenses	5,000		
To Non-operating Expenses	15,000		
To Net Profit	50,000		
	<b>1,25,000</b>		<b>1,25,000</b>

Seat No.	
-------------	--

Total No. of Questions : 6]

[Total No. of Printed Pages : 2

**[4184]-13**

**P. G. D. H. M. (Semester - I) Examination - 2012**

**ADMINISTRATION AND PLANNING IN HOSPITALS**

**(2005 Pattern)**

**Time : 3 Hours]**

**[Max. Marks : 60**

***Instructions :***

*(1) Solve **any four** questions.*

*(2) All questions carry equal marks.*

---

---

**Q.1) Describe duties and responsibilities of Hospital Administrator. [15]**

**Q.2) Enumerate Patient related Health Schemes and explain working of any one scheme. [15]**

**Q.3) Describe various steps to be followed in your hospital in case of a Bomb-blast in Neighbourhood. [15]**

**Q.4) Describe and explain various steps to be completed before commissioning a new Hospital in a Metro City. [15]**

**Q.5) Discuss Planning of Water for a new 100 bedded hospital in a Metro City. [15]**

**Q.6) Write short notes : (Any Three)**

**[15]**

- (a) Hospital Consultant
  - (b) Zones in OT
  - (c) Plan for a New Imaging Department
  - (d) HIS
  - (e) Laundry and Linen Department
  - (f) Front Office Duties
-

Seat No.	
-------------	--

Total No. of Questions : 6]

[Total No. of Printed Pages : 2

**[4184]-14**

**P. G. D. H. M. (Semester - I) Examination - 2012**

**MEDICAL TERMINOLOGY AND PROCEDURES**

**(2005 Pattern)**

**Time : 3 Hours]**

**[Max. Marks : 60**

***Instructions :***

*(1) Solve **any four** questions.*

*(2) All questions carry equal marks.*

---

---

**Q.1) Describe Anatomy of G.I. System and Physiology of Digestion. [15]**

**Q.2) Elaborate various investigations to be carried out in suspected case of Hypertension. [15]**

**Q.3) Describe Public Awareness Program to be conducted in your Hospital's Outreach Region for HIV. [15]**

**Q.4) Write short notes : (Any Three) [15]**

- (a) MTP
- (b) Inguinal Hernia
- (c) Headache
- (d) PFT
- (e) Immunisation Schedule
- (f) Jaundice

**[4184]-14**

**1**

**P.T.O.**

**Q.5) Write short notes : (Any Three)**

**[15]**

- (a) CPR
- (b) Stress Test
- (c) Angiography
- (d) E.C.G.
- (e) PAP Smear

**Q.6) Describe steps to be taken in controlling Hospital Acquired Infection. [15]**

---

Seat No.	
-------------	--

Total No. of Questions : 7]

[Total No. of Printed Pages : 1

**[4184]-201**

**P. G. D. H. M. (Semester - II) Examination - 2012**

**HUMAN RESOURCE MANAGEMENT**

**(2009 Pattern)**

**Time : 3 Hours]**

**[Max. Marks : 70**

***Instructions :***

- (1) Attempt **any five** questions.*
- (2) All questions carry equal marks.*

- 
- 
- Q.1)** What do you understand by Human Resource Management ? Distinguish between HRM and Personnel Management.
- Q.2)** Elaborate Line and Staff Organisation with relevant examples.
- Q.3)** Discuss importance of Job Description with reference to Hospital Staff.
- Q.4)** Evaluate steps in Selection Process.
- Q.5)** Define the term Training. Elaborate any two methods of Training.
- Q.6)** Explain Machinery for Settlement of Disputes.
- Q.7)** Write short notes : **(Any Two)**
- (a) Law of Natural Justice
  - (b) Group Dynamics
  - (c) Problems in Communication Process
  - (d) Employee Benefits

---

**[4184]-201/1**

Seat No.	
-------------	--

Total No. of Questions : 7]

[Total No. of Printed Pages : 2

**[4184]-202**

**P. G. D. H. M. (Semester - II) Examination - 2012**

**LAWS RELATED TO HOSPITAL AND MEDICAL SERVICES**

**(2009 Pattern)**

**Time : 3 Hours]**

**[Max. Marks : 70**

***Instruction :***

- (1) Q. No. 1 is compulsory.*
- (2) Solve **any four** out of the remaining.*

---

---

**Q.1) Write short notes : (Any Two) [30]**

- (a) Vicarious Responsibility / Liability
- (b) Payment of Wages Act
- (c) Medical Certificates
- (d) The Industrial Disputes Act
- (e) Maternity Benefit Act

**Q.2) Explain Procedure of Registering Birth or Death under the Birth and Death Registration Act. [10]**

**Q.3) How will you defend a case of alleged Medical Negligence against a Hospital ? [10]**

**Q.4) Discuss rights and responsibilities of Medical Profession. [10]**

**Q.5) Discuss Unfair Labour Practices on the Part of Employees/Trade Unions. [10]**

**[4184]-202**

**1**

**P.T.O.**

**Q.6)** Differentiate between **any one** : **[10]**

(a) Summons and Warrants

(b) Memo and Chargesheet

**Q.7)** Discuss benefits available to Legal Representatives under Workmen's Compensation Act. **[10]**

---



Seat No.	
-------------	--

Total No. of Questions : 6]

[Total No. of Printed Pages : 2

**[4184]-203**

**P. G. D. H. M. (Semester - II) Examination - 2012**

**MATERIALS MANAGEMENT AND INVENTORY CONTROL**

**(2009 Pattern)**

**Time : 3 Hours]**

**[Max. Marks : 70**

***Instructions :***

- (1) Question No. 1 is compulsory.*
- (2) Solve **any three** out of the remaining.*

---

---

**Q.1) Write short notes : (Any Five)**

**[25]**

- (a) Forecasting of Materials
- (b) Value Analysis
- (c) ABC Analysis
- (d) Lead Time
- (e) Hospital Formulary
- (f) Stock Verification
- (g) Duties of Store-keeper

**Q.2) What do you understand by Integrated Materials Management ? What are the objectives of Materials Management ?**

**[15]**

**Q.3) Enumerate various Purchase Systems. What system is followed in Government Organisations ? Explain in detail.**

**[15]**

**[4184]-203**

**1**

**P.T.O.**

**Q.4)** What are various Stages of Source Selection ? Describe in detail. **[15]**

**Q.5)** Discuss important steps in Selection of Equipments. **[15]**

**Q.6)** How will you classify Hospital Materials ? Discuss its importance. **[15]**

---

Seat No.	
-------------	--

Total No. of Questions : 7]

[Total No. of Printed Pages : 2

**[4184]-204**

**P. G. D. H. M. (Semester - II) Examination - 2012**

**HEALTH CARE AND ADMINISTRATION OF CLINICAL AND  
NON-CLINICAL SERVICES**

**(2009 Pattern)**

**Time : 3 Hours]**

**[Max. Marks : 70**

***Instruction :***

*Attempt any five questions.*

- 
- 
- Q.1)** What are the Committees appointed by Government of India regarding Health Planning ? Describe recommendations of any one. **[14]**
- Q.2)** What is the role of Programme for Control of Blindness in General Population ? **[14]**
- Q.3)** Write short notes : **(Any Two)** **[14]**
- (a) Condom
  - (b) National Health Policy
  - (c) Epidemiological Triad
  - (d) MDR-TB
- Q.4)** What is the role of CSSD in prevention of Hospital Acquired Infection ? **[14]**
- Q.5)** Describe Biomedical Waste Management in newly established Blood Bank. **[14]**
- Q.6)** What is the role of Quality Manager in Hospital Laboratory ? **[14]**

**[4184]-204**

**1**

**P.T.O.**

**Q.7) Write short notes : (Any Two)**

**[14]**

- (a) Secondary Data
  - (b) Fire Safety in NICU
  - (c) Quality Council of India
  - (d) TPA
-

Seat No.	
-------------	--

Total No. of Questions : 6]

[Total No. of Printed Pages : 2

**[4184]-21**

**P. G. D. H. M. (Semester - II) Examination - 2012**

**STAFF - PATIENT RELATIONSHIP**

**(2005 Pattern)**

**Time : 3 Hours]**

**[Max. Marks : 60**

***Instructions :***

- (1) Answer **any four** questions.*
- (2) All questions carry equal marks.*

- 
- 
- Q.1)** Describe role and functions of HRM Department in a Modern Multi-speciality Hospital of 300 beds. **[15]**
  - Q.2)** Prepare Job Description of a Hospital Administrator of a 100 Bedded Multi-speciality Hospital. **[15]**
  - Q.3)** Elaborate various Non-financial Motivation Tools to check and reduce Nurses turnover in a 100 Bedded Hospital. **[15]**
  - Q.4)** Explain Concept of Conflict Management. Suggest strategies to deal with Conflict Management amongst Front Office Secretaries of a 300 Bedded Multi-speciality Hospital. **[15]**
  - Q.5)** Explain Recruitment and Selection Process of Laboratory Technicians. **[15]**

**Q.6) Write short notes : (Any Three)**

**[15]**

- (a) Job Analysis
  - (b) Wage Structure
  - (c) Grievance Procedure
  - (d) Leadership Styles
  - (e) Counselling Techniques
  - (f) Modern Methods of Appraisal
-

Seat No.	
-------------	--

Total No. of Questions : 7]

[Total No. of Printed Pages : 2

**[4184]-22**

**P. G. D. H. M. (Semester - II) Examination - 2012**

**LAWS RELATED TO HOSPITAL AND MEDICAL SERVICES**

**(2005 Pattern)**

**Time : 3 Hours]**

**[Max. Marks : 60**

***Instructions :***

*(1) Q. No. 1 is compulsory.*

*(2) Solve **any four** from the remaining*

---

---

**Q.1) Write short notes : (Any Two) [20]**

- (a) Income Tax Act
- (b) The Bombay Labour Welfare Fund Act
- (c) The Industrial Employment (Standing Orders) Act
- (d) Negligence
- (e) Hypocritic Oath

**Q.2) Describe Composition of the Redressal Forums on various levels. Explain procedure for lodging Complaint and procedure followed by District Forum. [10]**

**Q.3) If a Multi-disciplinary Hospital is to be started under which acts are you required to register it ? Write procedure for Registration under any one of those Acts. [10]**

**Q.4) Define and explain : (Any Two) [10]**

- (a) Memo and Chargesheet
- (b) Summons and Warrant
- (c) Evidence of Doctors in Criminal Cases
- (d) Consent

**Q.5) What are the benefits to Workmen as per the following Acts ? [10]**

- (a) Employees Provident Fund Act
- (b) Maternity Benefit Act

**Q.6) Explain procedure of conducting Departmental Enquiry. [10]**

**Q.7) What are the Unfair Labour Practices on the Part of Employers ? [10]**

---



Seat No.	
-------------	--

Total No. of Questions : 7]

[Total No. of Printed Pages : 2

**[4184]-23**

**P. G. D. H. M. (Semester - II) Examination - 2012**

**MATERIALS MANAGEMENT AND INVENTORY CONTROL**

**(2005 Pattern)**

**Time : 3 Hours]**

**[Max. Marks : 60**

***Instruction :***

*Answer any four questions.*

- 
- 
- Q.1)** What are the 'Principles of Materials Management' ? Explain functions and objectives. **[15]**
- Q.2)** What is 'ABC' Analysis ? How it is conducted ? Explain with graph. **[15]**
- Q.3)** What is E.O.Q. ? What are the Costs associated with E.O.Q. ? Explain with graph. **[15]**
- Q.4)** Explain : **[15]**
- (a) Duties of a Store-keeper
  - (b) Expiry Date
- Q.5)** Draw a format of 'Purchase Order' with necessary terms and conditions. **[15]**
- Q.6)** Define 'Negotiation'. What are the qualities required for a 'Good Negotiator'. **[15]**

**Q.7) Write short notes : (Any Two)**

**[15]**

- (a) Seasonal Buying
  - (b) Pilferage and Waste
  - (c) Bin Card and Ledger
  - (d) Drug Review Committee
  - (e) Perpetual Inventory
-

Seat No.	
-------------	--

Total No. of Questions : 8]

[Total No. of Printed Pages : 2

**[4184]-24**

**P. G. D. H. M. (Semester - II) Examination - 2012**

**TOTAL QUALITY MANAGEMENT**

**(2005 Pattern)**

**Time : 3 Hours]**

**[Max. Marks : 60**

***Instructions :***

- (1) Answer **any five** questions.*
- (2) All questions carry equal marks.*

- 
- 
- Q.1)** Hospitals provide essential Healthcare to Society. How do you define 'Quality of Service' from Management Perspective ?
  - Q.2)** In Modern Hospitals, various hi-tech instruments, machines and gadgets are used for diagnosis and treatment. Explain how these help in rendering 'Quality of Service' to Patients ?
  - Q.3)** What are the 'Costs' associated with Total Quality Management in Hospitals ? Give examples and explain in detail.
  - Q.4)** Explain Contents of a 'Quality Manual' prepared by an ISO 9000 Certified Hospital.
  - Q.5)** Explain methods and importance of controlling Quality of Incoming Materials (INPUTS) purchased by Hospitals. Who is responsible for this function ?
  - Q.6)** Explain what types of equipments require 'Calibration' as per ISO Systems and why ? Give examples of 'Preventive Maintenance' as practiced in Hospitals.

**[4184]-24**

**1**

**P.T.O.**

**Q.7)** Suggest methods of detecting Customer's (Patient's) and Attendant's problems and explain how Hospital Management can take corrective action ?

**Q.8)** Write short notes : **(Any Two)**

- (a) Service Reliability
  - (b) Field Failure Analysis
  - (c) Process Quality
  - (d) KAIZEN
-