

Total No. of Questions : 6]

[Total No. of Printed Pages : 2

[3884]-101

P. G. D. H. M. (Semester - I) Examination - 2010

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

(2008 Pattern)

Time : 3 Hours]

[Max. Marks : 70

Instructions :

(1) Question No. 6 is compulsory.

*(2) Solve **any three** questions out of the remaining.*

-
-
- Q.1)** “Scientific Management of Hospitals is the need of the hour.” Discuss this statement. **[15]**
- Q.2)** Explain Concept of MBO. What is the process of MBO ? Write how MBO is beneficial to an organisation ? **[15]**
- Q.3)** What are the various skills that a CEO of a hospital should possess ? Which skills are more important ? Explain. **[15]**
- Q.4)** What do you understand by Rational Decision-making ? What are the steps in Decision-making ? What are the barriers in Decision-making ? **[15]**
- Q.5)** Explain role and importance of Co-ordination in a Hospital. How will you bring about effective Co-ordination in a Public Hospital ? **[15]**

Q.6) Write short notes : (Any Five)

[25]

- (a) Forecasting
 - (b) Taylor's Principles
 - (c) Authority and Responsibility
 - (d) Maslow's Theory
 - (e) Quality Circle
 - (f) Group Characteristics
 - (g) The Big Five Personality Traits
 - (h) Control Techniques
-

Total No. of Questions : 7]

[Total No. of Printed Pages : 3

[3884]-102

P. G. D. H. M. (Semester - I) Examination - 2010

MANAGERIAL ACCOUNTING AND FINANCIAL MANAGEMENT

(2008 Pattern)

Time : 3 Hours]

[Max. Marks : 70

Instructions :

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

SECTION - I

- Q.1)** “Accounting is the Language of Business.” Explain it and explain any four Concepts of Accounting.
- Q.2)** What is Depreciation ? What is the need for Providing Depreciation ? Describe two methods to Provide Depreciation. Also explain effect of Depreciation on Profit and Loss Account and Balance Sheet.
- Q.3)** What is meant by Working Capital ? Explain factors affecting Working Capital Requirement in detail.
- Q.4)** Write notes :
- (a) Types of Accounts and Rules
 - (b) Errors Disclosed by Trial Balance
 - (c) Limitations of Ratio Analysis

SECTION - II

Q.5) From the following information, prepare Balance Sheet :

- | | |
|--|------------|
| (1) Current Ratio | 2.5 |
| (2) Liquid Ratio | 1.5 |
| (3) Proprietary Ratio
(Fixed Assets/Proprietary Fund) | 0.75 |
| (4) Working Capital | Rs. 60,000 |
| (5) Reserves and Surplus | Rs. 40,000 |
| (6) Bank Overdraft | Rs. 10,000 |
| (7) There is no long term loan. | |

Balance Sheet

Capital	?	Fixed Assets	??
Reserves and Surplus	?	Stock	??
Overdraft	?	Liquid Assets	??
Creditors	?		
	???		???

Q.6) 'X' Co. Ltd. furnishes you the following data relating to a year :

	I half (Rs.)	II half (Rs.)
Sales	45,000	50,000
Total Cost	40,000	43,000

Calculate :

- (a) P/V Ratio
- (b) Fixed Expenses
- (c) B.E.P. Sales
- (d) Profit on Sales of Rs. 70,000

Q.7) From the following information prepare a statement showing Working Capital needed to finance a Level of Activity of 12,000 units of output per annum.

Analysis of Selling Price Per Unit :

	Rs.
Raw Materials	5
Labour	3
Overhead	2
Total Cost	<u>10</u>
Profit	2
Selling Price	<u>12</u>

Additional Information :

- (1) Raw Materials remain in store on an average one month.
- (2) Materials are in process on an average two months (Assume Material 100% and Wages and Overheads 50%)
- (3) Finished Goods are in block on an average three months.
- (4) Credit allowed to Debtors is four months.
- (5) Credit allowed by Suppliers is two months.

It may be assumed that production and overheads accrue evenly throughout the year.

Total No. of Questions : 7]

[Total No. of Printed Pages : 1

[3884]-103

P. G. D. H. M. (Semester - I) Examination - 2010

HOSPITAL PLANNING

(2008 Pattern)

Time : 3 Hours]

[Max. Marks : 70

Instructions :

- (1) Attempt **any five** questions.*
 - (2) Draw diagrams wherever necessary.*
-
-

Q.1) Describe various types of Hospital Organisations with their ownerships. [14]

Q.2) How you will assess need to establish a General Hospital of 300 beds at a district place. [14]

Q.3) Describe Architect's brief in a Corporate Hospital of 250 beds. [14]

Q.4) Discuss importance of Circulation in a Teaching Hospital of 500 beds. [14]

Q.5) How will you plan a Maternity General Ward at a district place. [14]

Q.6) Write in detail Equipment Planning of 20 bedded ICU. [14]

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

- (a) F.S.I.
- (b) Master Plan of Hospital
- (c) Sewage Disposal
- (d) Hospital Project Proposal for Bank Loan

[3884]-103/1

Total No. of Questions : 7]

[Total No. of Printed Pages : 2

[3884]-104

P. G. D. H. M. (Semester - I) Examination - 2010

MEDICAL TERMINOLOGY AND PROCEDURES

(2008 Pattern)

Time : 3 Hours]

[Max. Marks : 70

Instructions :

- (1) *You are advised to attempt not more than five questions.*
 - (2) *Black figures to the right indicate full marks.*
 - (3) *All questions carry equal marks.*
 - (4) *Neat diagrams must be drawn wherever necessary.*
-
-

Q.1) How will you plan Health Education drive in your Hospital for HIV Prevention ? **[14]**

Q.2) Describe Anatomy and Physiology of Respiratory System. **[14]**

Q.3) Write short notes on **any two** of following : **[14]**

- (a) Immunisation Schedule
- (b) Risk Factors of Ischaemic Heart Disease
- (c) Prolapse Intervertebral Disc
- (d) Gastro Enteritis

Q.4) Write short notes on **any two** of following : **[14]**

- (a) Gastroscopy
- (b) Inguinal Hernia
- (c) Contrast Radiology
- (d) Ultra Sonography

Q.5) Describe Anatomy of Human Digestive System. **[14]**

Q.6) Write short notes on **any two** of the following : **[14]**

- (a) Self Breast Examination
- (b) Oral Contraceptives
- (c) Domicillary Treatment of Pulmonary Tuberculosis
- (d) Deep Vein Thrombosis

Q.7) Describe Warning Signals and Signs of Cancer. **[14]**

Total No. of Questions : 7]

[Total No. of Printed Pages : 2

[3884]-105

P. G. D. H. M. (Semester - I) Examination - 2010

HOSPITAL ADMINISTRATION

(2008 Pattern)

Time : 3 Hours]

[Max. Marks : 70

Instruction :

Attempt any five questions.

-
-
- Q.1)** Describe Duties of Hospital Administrator of 300 bedded Multispeciality Hospital. **[14]**
- Q.2)** Explain Marketing of Hospital Services. **[14]**
- Q.3)** Discuss role of Health Insurance in Delivery of Healthcare to the Community. Explain working of T.P.A. Linked Health Insurance in a Hospital. **[14]**
- Q.4)** Describe Phases of Disaster Management in a Hospital, located in the densely populated Urban Area. **[14]**
- Q.5)** Discuss duties and responsibilities of a Front Office in a Corporate Multispeciality Hospital. **[14]**
- Q.6)** Write short notes : **(Any Two)** **[14]**
- (a) HIS
 - (b) CRM
 - (c) Fire Fighting Arrangements of a Hospital
 - (d) ALOS and Bed Occupancy Rate

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

[14]

- (a) Medical Certificates
 - (b) Matron's Report
 - (c) Collective Bargaining and its Benefits
 - (d) Security of New Borns
-

Total No. of Questions : 8]

[Total No. of Printed Pages : 1

[3884]-11

P. G. D. H. M. (Semester - I) Examination - 2010

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

(Old 2005 Pattern)

Time : 3 Hours]

[Max. Marks : 60

Instructions :

- (1) Question No. 1 is compulsory.*
- (2) Solve **any four** out of the remaining.*
- (3) Figures to the right indicate full marks.*

-
-
- | | |
|--|-------------|
| Q.1) Explain Scientific Management Theory of F.W. Taylor. | [20] |
| Q.2) Explain nature and purpose of Planning. | [10] |
| Q.3) Explain how Departments are created ? What do you understand by Line and Staff Authority ? | [10] |
| Q.4) Differentiate between Controlling and Co-ordination. | [10] |
| Q.5) Explain process or steps in Decision-making. | [10] |
| Q.6) Explain fundamental concepts of Organisational Behaviour. | [10] |
| Q.7) What is Job Satisfaction ? What are the indicators of Job Satisfaction in an employee ? | [10] |
| Q.8) What is Motivation ? Differentiate between Primary Motives and Secondary Motives. | [10] |

Total No. of Questions : 7]

[Total No. of Printed Pages : 3

[3884]-12

P. G. D. H. M. (Semester - I) Examination - 2010

**BASIC ACCOUNTING AND
FINANCIAL MANAGEMENT IN HOSPITALS
(Old 2005 Pattern)**

Time : 3 Hours]

[Max. Marks : 60

Instructions :

- (1) Answer **any three** questions from section I and **any one** question from section II.*
- (2) All questions carry equal marks.*
- (3) Answers to both the sections should be written in one and the same answer-book.*

SECTION - I

- Q.1)** Explain in detail the basic principles of Book-keeping and Accounting i.e. concepts and conventions.
- Q.2)** Describe in detail the Standard Operating Procedure commonly used in Accounts Department of a Hospital highlighting the books used in Hospital.
- Q.3)** What are the different ways of classifying 'Cost' ? Give suitable examples.
- Q.4)** Write short notes : **(Any Three)**
- (a) Golden Rules of Accounting
 - (b) Reducing Balance Method of Depreciation Calculation
 - (c) Key Factors in Budgeting
 - (d) Capital Structure
 - (e) Bed Cost

Q.5) Distinguish between :

- (a) Fixed Budget and Flexible Budget
- (b) Cost Unit and Cost Centre
- (c) Receipt and Payment Account and Income and Expenditure Account

SECTION - II

Q.6) From the following information prepare Cash Budget for four months January, 07 to April, 07 :

- (1) Balance of Cash estimated Rs. 50,000 as on 1 January, 07.
- (2) The details of Income and Expenses :

Month	Sales (Rs.)	Purchases (Rs.)	Direct Wages (Rs.)	Indirect Expenses (Rs.)
November, 06	1,10,000	65,000	15,000	10,000
December, 06	1,20,000	68,000	12,000	8,000
January, 07	1,35,000	72,000	18,000	9,000
February, 07	1,40,000	70,000	18,000	9,000
March, 07	1,50,000	75,000	20,000	10,000
April, 07	1,60,000	73,000	23,000	10,000

- (3) 30% of the sales are cash basis. Two months credit is allowed to the customers.
- (4) Wages Payments are made half monthly i.e. on 1st and 16th of every month.
- (5) All purchases are on credit of one month.
- (6) Interest of Rs. 20,000 is to be paid in March, 07. Make suitable assumptions, if necessary.

Q.7) From the following balance sheet, calculate the following ratios :

- (a) Current Ratio
- (b) Liquid Ratio
- (c) Debt-Equity Ratio
- (d) Proprietary Ratio
- (e) Current Assets to Fixed Assets
- (f) Fixed Assets to Capital Employed

Balance Sheet as on 31 March, 07

Liabilities	Rs.	Assets	Rs.
Equity Capital	15,00,000	Plant and Machinery	10,00,000
10% Pref. Capital	5,00,000	Land and Building	12,00,000
12% Debenture	3,00,000	Furniture	2,00,000
General Reserve	1,50,000	Investment (Long Term)	1,00,000
Profit and Loss A/c.	3,50,000	Stock	6,00,000
Long Term Loan	3,00,000	Sundry Debtors	1,70,000
Sundry Creditors	50,000		
Bills Payable	1,20,000		
	32,70,000		32,70,000

Total No. of Questions : 6]

[Total No. of Printed Pages : 1

[3884]-13

P. G. D. H. M. (Semester - I) Examination - 2010

ADMINISTRATION AND PLANNING IN HOSPITAL

(Old 2005 Pattern)

Time : 3 Hours]

[Max. Marks : 60

Instructions :

(1) Attempt any four questions.

(2) All questions carry equal marks.

Q.1) State and explain duties and responsibilities of a Hospital Administrator.

Q.2) In detail describe procedure involved in Selection of a Hospital Site in a Metro City.

Q.3) Enumerate various Loss-making Departments of a Hospital. How you will go about improving their status ?

Q.4) Discuss role of the Marketing Department in a 300 bedded Multi-speciality Hospital in a Metro City.

Q.5) Highlight importance of Water Management in a Hospital in a district place. Suggest your plan for its implementation.

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

(a) Public Relations

(b) ECG

(c) MRI

(d) Duties of a Receptionist

(e) Blood Bank

[3884]-13/1

Total No. of Questions : 6]

[Total No. of Printed Pages : 1

[3884]-14

P. G. D. H. M. (Semester - I) Examination - 2010

MEDICAL TERMINOLOGY AND PROCEDURES

(Old 2005 Pattern)

Time : 3 Hours]

[Max. Marks : 60

Instruction :

Attempt any four questions.

Q.1) State and explain various Investigations in a Neurological Case. [15]

Q.2) Describe Anatomy of Human Digestive System. [15]

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

- (a) Blood Bank
- (b) OT Management
- (c) Educative Responsibilities of Hospitals
- (d) AIDS
- (e) Typhoid
- (f) Cholera

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

- (a) Coronary Angiography
- (b) MTP
- (c) Tracheostomy
- (d) Gastroscopy
- (e) Bone Scan
- (f) Audiometry

Q.5) Discuss Out-reach Services of a Hospital. [15]

Q.6) Describe various Laboratory Tests conducted to assess Kidney Functions. [15]

Total No. of Questions : 8]

[Total No. of Printed Pages : 2

[3884]-201

P. G. D. H. M. (Semester - II) Examination - 2010

HUMAN RESOURCE MANAGEMENT

(New 2008 Pattern)

Time : 3 Hours]

[Max. Marks : 70

Instructions :

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

- Q.1)** Discuss importance of recruitment and selection in an Organisation. Explain how you would induct a new employee into an Organisation ?
- Q.2)** Explain the terms 'Retrenchment' and 'Lay Off'. Describe procedure to be followed in retrenching employees by an Organisation.
- Q.3)** Discuss causes of poor HR Management in an Organisation and its adverse effects on the Organisational Climate.
- Q.4)** Discuss organisation, staffing and functioning of Personnel Department of an Organisation which has more than 1000 employees on its pay scroll.
- Q.5)** Discuss purpose and uses of Job Analysis and Job Description.
- Q.6)** Enumerate types of Training which can be imparted to employees in an Organisation. Discuss methods which can be used to train Hospital Employees.
- Q.7)** Discuss objectives of Career Planning. Describe in brief the Career Planning Process.

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

- (a) Prerequisites for Successful Collective Bargaining at Plant Level
 - (b) Reasons for Increase in Work Place Conflicts
 - (c) Objectives of giving Fringe Benefits to Employees
 - (d) Characteristics and Components of Executive Compensation
-

Total No. of Questions : 7]

[Total No. of Printed Pages : 2

[3884]-202

P. G. D. H. M. (Semester - II) Examination - 2010

LAWS RELATED TO HOSPITAL AND MEDICAL SERVICES

(New 2008 Pattern)

Time : 3 Hours]

[Max. Marks : 70

Instruction :

Attempt any five questions.

Q.1) Write short notes : (Any Two) [14]

- (a) Professional Negligence
- (b) Police Inquest, Magistrate's Inquest
- (c) MTP (Medical Termination of Pregnancy) Act, 1971
- (d) Payment of Wages Act, 1936
- (e) Trade Unions Act, 1926
- (f) Consumer as per Consumer Protection Act, 1986

Q.2) Enumerate various Licences and Certificates required to start a Nursing Home or a Hospital. Write procedure to obtain any one of the Licences or Certificates. [14]

Q.3) What are the preventive steps to be taken by the Hospital to avoid Litigation. [14]

Q.4) What is the Constitution of India ? Write and explain Fundamental Rights guaranteed by Article 19. [14]

Q.5) Differentiate between any two : [14]

- (a) Summons and Warrants
- (b) Cognisable and Non-cognisable Offences
- (c) Bailable and Non-bailable Offences
- (d) Hostile Witness and Expert Witness

Q.6) Give Hierarchy of Criminal Courts and their Powers. [14]

Q.7) (A) Explain Rights of Legal Heirs under the Workmen's Compensation Act, 1923.

(B) What are the benefits to a Hospital Employee under the Maternity Benefits Act ? [14]

Total No. of Questions : 6]

[Total No. of Printed Pages : 2

[3884]-203

P. G. D. H. M. (Semester - II) Examination - 2010

MATERIALS MANAGEMENT AND INVENTORY CONTROL

(New 2008 Pattern)

Time : 3 Hours]

[Max. Marks : 70

Instructions :

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

(2) *Solve any three questions out of the remaining.*

Q.1) Write short notes : (Any Five) [25]

- (a) Qualities of a Negotiator
- (b) Pilferage
- (c) VED Analysis
- (d) Buffer Stock
- (e) Lead Time
- (f) Value Analysis
- (g) FIFO

Q.2) What are the principles of Purchasing ? Explain in detail. [15]

Q.3) What are the various Purchase Systems ? Discuss Local Purchase System in detail. [15]

Q.4) How will you organise a Pharmacy in a 300 bedded Hospital ? Discuss legal requirements in establishing and managing a Pharmacy. [15]

Q.5) What do you understand by Stores Management ? Discuss functions of Hospital Stores. **[15]**

Q.6) What do you understand by Selective Inventory Control ? How will you exercise Selective Inventory Control in your Hospital ? **[15]**

Total No. of Questions : 7]

[Total No. of Printed Pages : 2

[3884]-204

P. G. D. H. M. (Semester - II) Examination - 2010

**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)** How will you plan to achieve targets set for National Health Policy ? **[14]**
- Q.2)** What are the functions of NACO ? What are the recent targets ? **[14]**
- Q.3)** Write short notes : **(Any Two)** **[14]**
- (a) Epidemiological Triad
 - (b) DOTs
 - (c) Condom
 - (d) Role of Pesticides in House-keeping
- Q.4)** Discuss role of CSSD in Nosocomial Infections. **[14]**
- Q.5)** Public Relations will improve Medical Insurance. Explain with example. **[14]**
- Q.6)** Explain role of Quality Council of India in improving Health Care Delivery System. **[14]**

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

[14]

- (a) Fire Safety and Sprinkling System
 - (b) Electronic Medical Records
 - (c) Colour Coding of Biomedical Waste
 - (d) Prevention of Infections in Kitchen
-

Total No. of Questions : 6]

[Total No. of Printed Pages : 1

[3884]-21

P. G. D. H. M. (Semester - II) Examination - 2010

STAFF - PATIENT RELATIONSHIP

(Old 2005 Pattern)

Time : 3 Hours]

[Max. Marks : 60

Instruction :

Attempt any four questions.

-
-
- Q.1)** Define Leadership and explain various Leadership Styles.
- Q.2)** Explain Process of Communication with suitable examples in Hospitals.
- Q.3)** State importance of Group Dynamics with suitable examples in a Healthcare Organisation.
- Q.4)** Write short notes : **(Any Three)**
- (a) Wage Structure in a Hospital
 - (b) Maslow's Theory of Motivation
 - (c) Grapevine in Communication
 - (d) Recruitment Process in Hospitals
 - (e) MBO
- Q.5)** Describe Grievance Handling Procedure with suitable examples in the Healthcare Scenario.
- Q.6)** What are the demerits associated with use of Incentive Schemes for Hospital Consultants ?

[3884]-21/1

Total No. of Questions : 7]

[Total No. of Printed Pages : 2

[3884]-22

P. G. D. H. M. (Semester - II) Examination - 2010

LAWS RELATED TO HOSPITALS AND MEDICAL SERVICES

(Old 2005 Pattern)

Time : 3 Hours]

[Max. Marks : 60

Instructions :

(1) Q. No. 1 is compulsory.

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

Q.1) Write notes : (Any Two)

[20]

- (a) Foreign Contribution Act, 1976
- (b) Consents
- (c) Difference between Summons and Warrant
- (d) Customs Act, 1962
- (e) Societies Registration Act
- (f) The Payment of Gratuity Act

Q.2) Explain the Consumer Protection Act, 1986 with special reference to a Patient who has been treated in a Hospital.

[10]

Q.3) What is the procedure followed for Registration under :

[10]

- (a) Bombay Public Trust Act
- (b) Bombay Nursing Home Act

- Q.4)** Write benefits available to employees under : **(Any Two)** [10]
- (a) Maternity Benefit Act
 - (b) Workmen's Compensation Act
 - (c) EPF (Employees Provident Fund) Act
- Q.5)** What is I.M.C. Oath ? State its origin. [10]
- Q.6)** Explain the Income Tax Act with its provisions pertaining to Salary. [10]
- Q.7)** What is the importance of the following Acts ? **(Any Two)** [10]
- (a) Payment of Wages Act
 - (b) Minimum Wages Act
 - (c) Bonus Act
 - (d) Trade Unions Act
-

Total No. of Questions : 8]

[Total No. of Printed Pages : 2

[3884]-23

P. G. D. H. M. (Semester - II) Examination - 2010

MATERIALS MANAGEMENT AND INVENTORY CONTROL

(Old 2005 Pattern)

Time : 3 Hours]

[Max. Marks : 60

Instructions :

(1) Answer *any four* questions.

(2) Draw diagrams wherever necessary.

-
-
- Q.1) 'ABC' Analysis is a Selective Control Technique of Inventory Control. Explain this statement with graph. [15]
- Q.2) Explain events/activities of Receipt of Materials, its issues, checking, accounting and stocking in Hospital Organisation. [15]
- Q.3) What is E.O.Q. ? What are the costs associated with E.O.Q. ? Explain with graph. [15]
- Q.4) Define the term 'Negotiation'. What are the qualities of a Good Negotiator ? Give examples. [15]
- Q.5) Define 'Value Analysis'. What are the advantages ? Give examples. [15]
- Q.6) Define 'Materials Management' with its functions and objectives. [15]
- Q.7) Explain : [15]
- (a) Bin Card System
- (b) Duties and Responsibilities of a Store-keeper

Q.8) Write short notes : (Any Three)

[15]

- (a) Drug Review Committee
 - (b) Prescribers Attitude
 - (c) Expiry Date
 - (d) Pilferages
 - (e) 'VED' Analysis
-

Total No. of Questions : 8]

[Total No. of Printed Pages : 2

[3884]-24

P. G. D. H. M. (Semester - II) Examination - 2010

TOTAL QUALITY MANAGEMENT

(Old 2005 Pattern)

Time : 3 Hours]

[Max. Marks : 60

Instructions :

(1) Answer *any five* questions.

(2) All questions carry equal marks.

-
-
- Q.1)** Explain perception of 'Quality' of Healthcare Services of Customer (Patient).
- Q.2)** Discuss contribution made by Phillip Crosby or Juran in the field of Quality. Explain their relevance in Healthcare Organisations.
- Q.3)** Explain role of Hospital Administrator in improving Quality of Human Resources in Hospital.
- Q.4)** Explain concept and principles of Total Quality Management (TQM) in Context of Hospitals.
- Q.5)** What is Process Quality ? Discuss any three Statistical Methods/Quality Tools to improve Process Quality in Hospitals.
- Q.6)** Discuss importance of detection of Customer's (Patient's) Complaints/ Problems and Corrective Action in Hospital with examples.
- Q.7)** Explain importance of Calibration and Maintenance of Instruments and Equipments in maintaining Quality.

Q.8) Write notes on **any two** of the following :

- (a) Just in Time
 - (b) Service Reliability
 - (c) Cost of Quality
 - (d) ISO Quality System
-