



**Master of Business Administration (M.B.A.) (Semester – IV)  
Examination, December 2016  
(Under Distance Learning)**

**OPERATIONS MANAGEMENT IN HOSPITALS**

Date : 18-12-2016

Time : 2.30 p.m. to 5.30 p.m.

Total. Marks : 70

**Instructions :** 1) Answer **any five** from the following.  
2) **All** questions carry **equal** marks.

1. Define products and services. Discuss the similarities between product and services.
2. Define operation management. Explain the key concepts of operation management.
3. Explain the framework for decision making also explain the steps taken for decision making.
4. Discuss in brief the 4 stages of service operations management.
5. Discuss the system approach to Hospital operation Management.
6. Discuss the protocols for operation management of outpatient services.
7. Discuss the key components to efficient functioning of emergency department.

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FM 512

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**HOSPITAL ADMINISTRATION AND BIO-MEDICAL WASTE MANAGEMENT**

Date : 17-12-2016

Time : 2.30 p.m. to 5.30 p.m.

Total Marks : 70

**Instructions :** 1) Answer **any five** from the following.  
2) **All** questions carry **equal** marks.

1. Discuss the important functions of hospital administration.
2. What are the strategies to be applied in running primary health care, also explain the problems faced by PHC for implementing PHC program.
3. Discuss the various health services provided by primary health care center.
4. Explain the duties, power and functions of IRDA in India.
5. Explain why manpower planning is essential in Hospitals.
6. What is manpower forecasting ? Discuss various techniques for manpower forecasting and describe Delphi technique in detail.
7. Define training. Discuss the need and importance of training for hospital employees.