

**UNIVERSITY OF JAFFNA, SRI LANKA**  
**BACHELOR OF SCIENCE IN MEDICAL LABORATORY SCIENCES**  
**THIRD YEAR SECOND SEMESTER EXAMINATION- APRIL 2020**  
**MLSLR 3213 LABORATORY MANAGEMENT AND RECORD KEEPING**



**Date: 02.09.2020**

**Time: 2 Hours**

**ANSWER ALL EIGHT QUESTIONS.**

**ANSWER EACH PART IN SEPARATE ANSWER BOOKS**

**PART A**

1.
  - 1.1 What is meant by the term 'ISO' in quality assurance and briefly describe it. **(20 Marks)**
  - 1.2 Briefly describe the standard ISO 15189. **(40 Marks)**
  - 1.3 Briefly describe the advantages of obtaining laboratory accreditation. **(40 Marks)**
  
2.
  - 2.1 List the types of clinical laboratories and briefly describe the functions of each laboratory. **(50 Marks)**
  - 2.2 Briefly describe the importance of a clinical diagnostic laboratory. **(25 Marks)**
  - 2.3 Write notes on human resource management in a clinical laboratory. **(25 Marks)**
  
3.
  - 3.1 What is meant by "Audit cycle" in a clinical laboratory? **(20 Marks)**
  - 3.2 Describe the duties of a quality control officer in a clinical laboratory. **(50 Marks)**
  - 3.3 Write briefly on Inventory in a clinical laboratory. **(30 Marks)**
  
4. You would like to purchase a centrifuge for your laboratory.
  - 4.1 Write the steps that you would follow to purchase the above equipment. **(60 Marks)**
  - 4.2 List the points which should be considered before purchasing the above equipment **(40 Marks)**

## PART B

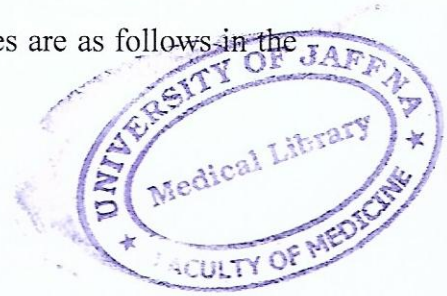
5. Labor union of Northern hospital has decided to purchase t-shirts and print them with a logo to commemorate a major international sporting event.

You are requested to prepare a cash budget for this project for each of the three months - July, August and September based on the information given below. **(100 Marks)**

### **Sales**

The commemorative t-shirts will be sold for \$20 each and predicted sales are as follows in the year 2020.

July	18,000 t-shirts
August	36,000 t-shirts
September	45,000 t-shirts



One third of sales will be for cash. The remainder will be on credit with the customer paying the month after sale.

### **Purchases**

The t-shirts will cost \$12 each and will be purchased in the month prior to sale. It is expected that 10% of the t-shirts purchased will be damaged during the printing process and will not be suitable for sale. The supplier has offered two months credit.

### **Capital investment**

To print the t-shirts with the logo of the sporting event will require the purchase of a machine costing \$60,000. The machine will be bought at the start of the project and paid for in August. The machine will have a five-year useful life but no expected residual value. The machine will be used elsewhere in the business at the end of this project.

### **Expenses**

Expenses, excluding advertising, of \$40,000 per month will be incurred each month and paid in the month incurred. Advertising costs of \$10,000 per month will be incurred in each of the months July, August and September and will be paid one month in arrears.

- 6.
- 6.1 What do you understand by the term 'management'? **(20 Marks)**
- 6.2 Differentiate between 'effectiveness' and 'efficiency' **(20 Marks)**
- 6.3 Explain three informational roles that a manager should play. **(30 Marks)**
- 6.4 Briefly explain whether management is an art or a science. **(30 Marks)**
- 7.
- 7.1 What is meant by the term 'records management'? **(20 Marks)**
- 7.2 State any five principles of records management. **(20 Marks)**
- 7.3 Explain the consequences an organization may face for not having a proper system for records management. **(30 Marks)**
- 7.4 Explain how an organization can understand the need for records management. **(30 Marks)**
- 8.
- 8.1 Define the term 'information system'. **(20 Marks)**
- 8.2 Identify the major knowledge areas of information systems that the business professionals should be aware of. **(20 Marks)**
- 8.3 Briefly explain the following types of management support systems;
- 8.3.1 Management information system **(10 Marks)**
- 8.3.2 Decision support system **(10 Marks)**
- 8.3.3 Executive information system **(10 Marks)**
- 8.4 Briefly explain any five challenges faced by managers in terms of managing information systems. **(30 Marks)**

