



UNIVERSITY OF JAFFNA, SRI LANKA
FACULTY OF ALLIED HEALTH SCIENCES

THIRD YEAR SECOND SEMESTER EXAMINATION IN BSc HONS (MLS)- 2019
MLSLR3232 LABORATORY MANAGEMENT AND RECORD KEEPING

Date: 15.02.2022

Time: 2 hours

ANSWER ALL EIGHT QUESTIONS.

ANSWER EACH PART IN SEPERATE ANSWER BOOKS

PART A

1.

1.1. Define the followings,

- 1.1.1. Quality Control (10 Marks)
1.1.2. Quality Assurance (10 Marks)
1.1.3. External Quality Assessment (10 Marks)

1.2. Diagrammatically show the quality management system model of the Clinical and Laboratory Standards Institute (CLSI). (20 Marks)

1.3. Briefly explain each of the quality system essential of quality management system model of the CLSI. (50 Marks)

2.

2.1. Briefly explain the following quality control rules,

- 2.1.1. Control rule 1_{2s} (15 Marks)
2.1.2. Control rule 2_{2s} (15 Marks)
2.1.3. Control rule R_{4s} (15 Marks)

2.2. List the steps that need to be followed when planning a statistical quality control procedure in a clinical laboratory. (35 Marks)

2.3. Write a note on the importance of Quality Assurance in a clinical laboratory. (20 Marks)

3.

3.1 What is meant by the term “laboratory accreditation”. (20 Marks)

3.2 Describe two international accreditation standards which can be used for accreditation of clinical laboratories. (50 Marks)

3.3 Discuss the advantages of obtaining laboratory accreditation (30 Marks)

4. Write notes on the following

4.1 Human resource management in a clinical laboratory (30 Marks)

4.2 Service models of clinical laboratories (40 Marks)

4.3 Advantages of inventory management in a clinical laboratory (30 Marks)

PART B

5. JL Quality Clinical Laboratory Co (JL) is preparing its cash budget for the next three quarters. The following data have been extracted from the operational budgets:

Sales revenue	Quarter 1	\$1,000,000
	Quarter 2	\$900,000
	Quarter 3	\$960,000
Direct material purchases	Quarter 1	\$276,000
	Quarter 2	\$302,400
	Quarter 3	\$231,200

Additional information is available as follows:

- JL sells 20% of its goods for cash. Of the remaining sales value, 70% is received within the same quarter as sale and 30% is received in the following quarter. It is estimated that trade receivables will be \$250,000 at the beginning of Quarter 1. No bad debts are anticipated.
- 50% of payments for direct material purchases are made in the quarter of purchase, with the remaining 50% in the quarter following purchase. It is estimated that the amount owing for direct material purchases will be \$120,000 at the beginning of Quarter 1.

- JL pays labor and overhead costs when they are incurred. It has been estimated that labor and overhead costs in total will be \$607,200 per quarter. This figure includes depreciation of \$39,200.
- JL expects to repay a loan of \$200,000 in Quarter 3.
- The cash balance at the beginning of Quarter 1 is estimated to be \$98,800 positive.

You are required to prepare a cash budget for each of the THREE quarters. (100 Marks)

6.

- 6.1 What do you understand by the term 'management'? (20 Marks)
- 6.2 Briefly explain the three skills that a manager should possess. (30 Marks)
- 6.3 Describe the following roles performed by managers;
- 6.3.1 Figure head (10 Marks)
- 6.3.2 Disseminator (10 Marks)
- 6.3.3 Negotiator (10 Marks)
- 6.4 State why management is considered as a social process. (20 Marks)

7.

- 7.1 What is meant by the term 'planning'? (20 Marks)
- 7.2 Explain why planning does not always bring its intended benefits. (30 Marks)
- 7.3 Differentiate between 'standing plan' and 'single use plan'. (30 Marks)
- 7.4 State why organizations need to have contingency plans. (20 Marks)

8.

- 8.1 What do you understand by the term 'filing'? (20Marks)
- 8.2 Explain any six characteristics of a good filing system. (30 Marks)
- 8.3 Explain the factors that should be considered while buying the filing equipment. (30Marks)
- 8.4 State the steps involved in installing the filing system in organizations. (20 Marks)

