



UNIVERSITY OF JAFFNA, SRI LANKA
FACULTY OF ALLIED HEALTH SCIENCES

SECOND YEAR SECOND SEMESTER EXAMINATION IN BScHons (MLS) – 2022
MLSLQ 2243 LABORATORY MANAGEMENT AND QUALITY ASSURANCE

Date: 26.06.2024

Time: 2 Hours

Answer all Six Questions.

Answer Part A and B in Separate Answer Books.

PART A

1. The quality management system model developed by the Clinical & Laboratory Standards Institute (CLSI) organizes all laboratory activities into quality system essentials.
 - 1.1. List the quality system essentials of the quality management system model of the CLSI. (20 Marks)
 - 1.2. Briefly describe each of the quality system essentials mentioned in 1.1. (60 Marks)
 - 1.3. List five (5) Quality Control Planning Tools commonly used in a clinical laboratory. (20 Marks)

 2. The internal Quality Control (IQC) of Triglyceride (Level 2) obtained from a clinical laboratory is given.

208, 203, 201, 205, 206, 210, 207, 204, 209, 206, 206, 209, 209, 205, 207, 207, 209, 207, 202, 203, 216, 216, 204, 208, 205, 202, 206, 203, 205, 220, 208, 206, 205, 209, 205, 207, 210, 208, 202, 207.

The estimated Mean and Standard deviation are 206.88 and 3.50, respectively.
- 2.1. Draw a Levey Jennine chart for the above IQA data. (30 Marks)
- 2.2. Identify the Westgard rules violated and possible errors by indicating the days for the above IQA data. (20 Marks)
- 2.3. Describe different strategies used to prevent hazards in a clinical laboratory. (50 Marks)

3.

- 3.1. Define “Accreditation of a clinical laboratory”. (20 Marks)
- 3.2. Name two (02) standardization bodies which provide accreditation for clinical laboratories. (10 Marks)
- 3.3. Explain the process of obtaining accreditation for a clinical laboratory. (30 Marks)
- 3.4. Briefly explain one international standard which is used for the accreditation of clinical laboratories. (20 Marks)
- 3.5. List five (05) advantages of getting accreditation for clinical laboratories. (20 Marks)

PART B

4.

- 4.1. What do you understand by the term ‘management’? (20 Marks)
- 4.2. ‘Management is a multi-dimensional process’. Explain this statement. (20 Marks)
- 4.3. Explain how ‘changing technology (digitalization)’ reshapes and redefines the manager’s job. (30 Marks)
- 4.4. Explain whether management is an art or a science. (30 Marks)

5.

- 5.1. What do you understand by the term ‘filing’? (20 Marks)
- 5.2. State any five characteristics of a good filing system. (20 Marks)
- 5.3. Explain the advantages and disadvantages of physical and electronic record storage. (30 Marks)
- 5.4. Explain how an organization can improve the efficiency of records management processes. (30 Marks)

6.

- 6.1. What do you understand by the term ‘e-business’? (20 Marks)
- 6.2. State why companies rely on e-business applications in the current era. (20 Marks)
- 6.3. Explain the managerial challenges of information technology. (30 Marks)
- 6.4. Briefly explain the steps in developing information system (IS) solutions. (30 Marks)