

MASTER OF HOSPITAL ADMINISTRATION (CBCS-2018 COURSE)

M.H.A.Sem - III : WINTER- 2022

SUBJECT : OPERATIONS MANAGEMENT & RESEARCH

Day : Thursday

Time : 10:00 AM-01:00 PM

Date : 15-12-2022

W-19583-2022

Max. Marks : 60

N.B.

- 1) All the questions are **COMPULSORY**.
 - 2) Figures to the right indicates **FULL** marks.
 - 3) Answer to both the sections should be written in **SEPARATE** answer book.
 - 4) Draw neat diagram **WHEREVER** necessary.
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SECTION – I

Q.1 Answer any **TWO** out of the following. **(20)**

- a) Discuss the role and function of operations manager of a 500 bedded multispecialty hospital.
- b) What is service design? Discuss the principal and process of service design with a suitable example
- c) What is process design? Explain the nature of process design activity with a suitable example in the context of healthcare.

Q.2 Answer any **TWO** out of the following. **(10)**

- a) Lean Management
- b) High performance work practices in HRM
- c) Product design

SECTION – II

Q.3 Answer any **TWO** out of the following. **(20)**

- a) Patients are waiting outside an EYE CARE facility, which has 3 doctors. Discuss the nature of the queuing problem. Comment on nature of arrival process, service mechanism, and possible variations.
- b) What are the activities prominently involved in establishing a Drug Store in the premises of a Hospital? How would you use CPM in this context?
- c) Discuss a transportation or shipping problem.

Q.4 Write short notes on any **TWO** of the following. **(10)**

- a) Scheduling floor duties of nurses as an ASSIGNMENT problem.
- b) PERT technique.
- c) History of OR.

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