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THE OPEN UNIVERSITY OF SRI LANKA
FACULTY OF HEALTH SCIENCES
DEPARTMENT OF MEDICAL LABORATORY SCIENCES
ACADEMIC YEAR 2018/2019 – SEMSETER II

BACHELOR OF MEDICAL LABORATORY SCIENCE HONOURS

MDU 5304 - LABORATORY MANAGEMENT

FINAL EXAMINATION

DURATION: THREE HOURS

DATE: 29TH NOVEMBER 2019

TIME: 02.00 PM – 05.00 PM

Part B: Structured Essay Questions (40 marks)

Q 1

1.1 Write four (04) information should be documented in a sample collection manual? (04 marks)

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1.2 Write three (03) important facts to be considered in storing each of following chemicals in a laboratory (06 marks)

a) Acids

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b) Bases

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c) Flammables

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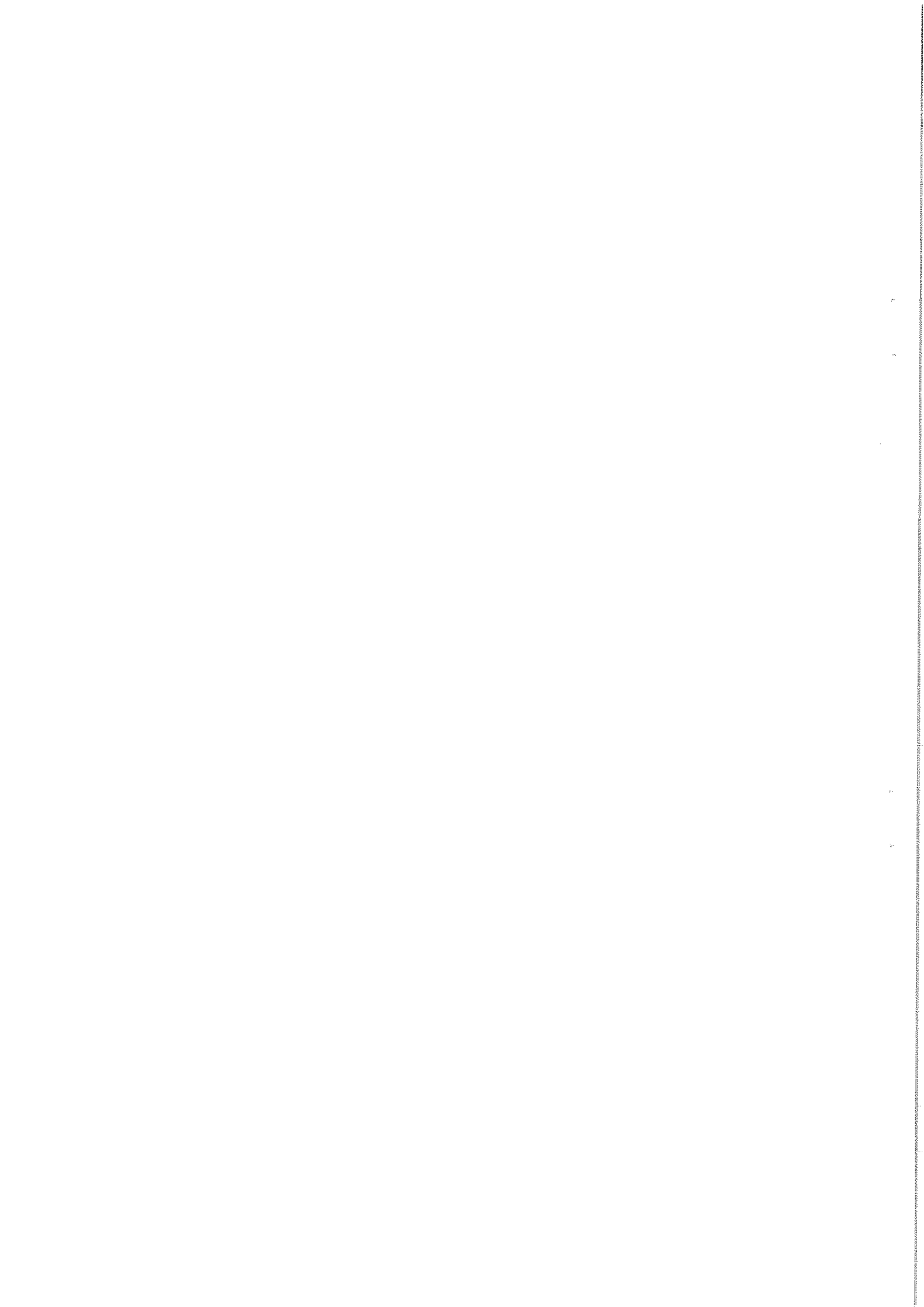
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Q 2

2.1 Give three (03) Objectives of total quality management (TQM)? (03 marks)

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2.2 List four (04) ways of performing External Quality Assurance (EQA) programs. (03 marks)

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2.3 Briefly explain negative outcomes of poor-quality test results. (04 marks)

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(Total – 10 marks)

Index No.....

Q 3

3.1 What is Human resource Management? (03 marks)

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3.2 Outline importance of training and development in employees' perspective. (03 marks)

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3.3 Briefly explain the role of a laboratory manager when setting a new medical laboratory. (04 marks)

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(Total – 10 marks)

Index No.....

Q 4

4.1 Medical Laboratories must be legally identifiable. Write three documents you acquire in satisfying this requirement. (03 marks)

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4.2 Write three (03) policies can be applied to ensure the safety in a laboratory (03 marks)

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4.3 What are the activities to be done by the laboratory manager to improve the recognition of the laboratory using customer complaints? (04 marks)

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(Total – 10 marks)

Index No.....

Part C: Short Essay Questions (30 marks)

1. Explain how you trouble shoot an Internal Quality Control (IQC) failure. (15 marks)
2. Explain How to implement a strategic plan in a laboratory setting as a laboratory manager. (15 marks)

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