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

BACHELOR OF MEDICAL LABORATORY SCIENCE HONOURS
MLU 4144 - LABORATORY ADMIISTRATION & QUALITY MANAGEMENT
FINAL EXAMINATION DURATION: TWO HOURS

DATE: 01st MARCH 2019 TIME: 09.30 AM – 11.30 AM

Part B: Structured Essay Questions (60 marks)

Q 1

1.1 Describe the purposes of selecting referral laboratories for an ISO 15189 accredited laboratory?

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(10 marks)

1.2 Design a format to conduct customers satisfaction survey for your laboratory

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(10 marks)

(Total – 20 marks)

Q 2

2.1 Write steps you follow when the daily quality control results are out of the range?

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(10 marks)

2.2 What information should be in a sample collection manual?

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(10 marks)

(Total – 20 marks)

Q 3

3.1 Describe the structure of ISO 15189 quality manual.

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(10 marks)

3.2 Prepare quality policy statements for your laboratory.

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(10 marks)

(Total – 20 marks)

Part C: Short Essay Question (20 marks)

1. Write an account on the improvements to be done in your laboratory to prepare for ISO accreditation. (20 marks)

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