BBA (HA)

I YEAR

Quality in Healthcare Management

***Objectives***: The Objective of the course are to help the students gain and understanding of the events & problems which occur in day working of healthcare organizations. Student is expected to develop a diagnostic and problems which occur in day to day working of healthcare organizations. Student is expected to develop a diagnostic and problem solving approach. It will help the students to sharpen his comprehension, analytical, descriptive and international skills.

**Course Content**

Basic Concept, Definition, Terminology of Quality Management

Quality Policy and Objectives

Quality Circles.

Economics of Quality

Quality Assurance, Zero Defect Concepts

Quality Specifications

Statistical Aids in Limits and Tolerances.

Inspection

Manufacturing Planning for Quality

Sampling Plans for Attributes and Variable and Various Control Charts.

Total Quality Control

Quality Accreditations in Healthcare

JCI, NABH, NABL

Suggested Readings:

Quality Management by Kanishka Bedi, Oxford Publications

TQM by Dr. D D Sharma

Total Quality by James R Evans Cengage Publications