



**KENYATTA UNIVERSITY**

**EXAMINATION FOR THE DEGREE OF BACHELOR OF SCIENCE IN MEDICAL  
LABORATORY SCIENCE**

**HML 402: LABORATORY MANAGEMENT**

151  
3<sup>RD</sup>  
TRIMESTER 2021/2022

**TIME: 2 HOURS**

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**INSTRUCTIONS:**

**SECTION A: ANSWER ALL QUESTIONS: (4 MARKS EACH)**

1. List the information required to order a laboratory equipment (4 marks)
2. Outline practices that enhance personal hygiene in a medical laboratory (4 marks)
3. Highlight responsibilities of laboratory management in promoting safety programs  
(4 marks)
4. Enumerate possible causes of patient misidentification in a hospital set-up (4 marks)
5. List four documents contained in a personal file of all personnel employed in the medical laboratory

**SECTION B: ANSWER ONLY ONE QUESTION (20 MARK EACH)**

6. Discuss

- a) Indicators of poor training of laboratory personnel (10 marks).
- b) The importance of Standard Operating Procedures in medical laboratories (10 marks).

7. Describe the:

- a) Guidelines for effective communication as stipulated by Shirley Pohl (10marks).
- b) Ideal procedures to observe in the management of laboratory items (10marks).

**SECTION C: ANSWER ALL QUESTIONS IN THE ANSWER BOOKLET ( $\frac{1}{2}$  MARK EACH)**

1. A set of planned actions to provide confidence that processes other than testing that influence the quality of the laboratory's results and reports are working as expected, individually and collectively is:
  - a. Quality control
  - b. Quality assurance
  - c. Quality management system
  - d. Compliance
2. \_\_\_\_\_ challenges all activities in a new laboratory process to provide a high degree of assurance that the process will work as intended in the live environment.
  - a. Document control
  - b. Proficiency testing
  - c. Process control
  - d. Validation
3. A difference or inconsistency in the outcome of a process, procedure, or test results is a/an:
  - a. Discrepancy
  - b. Error
  - c. Adverse reaction
  - d. Accident
4. This organizational design structure emphasizes the lateral relationships in an organization and allows the organization to use resources for customer satisfactions. This structure focuses around the system driving the structure and the customer defining the performance.
  - a. Matrix structure
  - b. Process-based structure
  - c. Network structure
  - d. Self contained unit structure

Specific statements of anticipated results that further define the organization's objectives are:

- a. Mission
  - b. Tactics
  - c. Key issues
  - d. Goals
6. The purpose of a \_\_\_\_\_ is to document the characteristics of the job and the requirements of the candidate. Equally important, it acts as a measure against which employee performance can be assessed.
- a. Performance evaluation
  - b. Job description
  - c. Job analysis
  - d. Competency evaluation
7. Laboratory evaluation that is based on defined tasks that are taught and assessed by direct observation, during the orientation and periodically thereafter.
- a. Competency-based performance evaluation
  - b. Criteria-based performance evaluation
  - c. Feedback-based performance evaluation
  - d. Consistency-based performance evaluation
8. The knowledge, skill, ability, or characteristic associated with high performance on a job, such as problem solving, analytical thinking, or leadership is known as
- a. Work ethic
  - b. Human resource training
  - c. Competency
  - d. Performance development
9. These costs represent the costs of laboratory activities associated with measuring, evaluating, or auditing products or services to assure conformance to regulatory, accreditation, and customer requirements.
- a. Prevention costs
  - b. Failure costs
  - c. Appraisal costs
  - d. Quality costs



10. The overall plan or outline from which to work is:
- process design
  - Workflow
  - total testing process
  - Staffing
11. The laboratory manager is considered a:
- Upper Manager
  - Middle Manager
  - Front Line Employee
  - Customer
12. SWOT is a tool that can be used for:
- making decisions to pursue marketing opportunities
  - making hiring decisions
  - making process design decisions
  - bringing on a new analyzer
13. Theory that our actions should have the best overall consequences for the largest number of people.
- Golden Rule
  - Socialism
  - Utilitarianism
  - justice
14. Who among the following is not a hidden customer in a laboratory set-up?
- Regulators
  - Critics
  - Opinion leaders
  - Managers
15. Which of the following is not the best way to gather information about customer needs?
- Information on competitor's products
  - Personal visits to customer locations
  - Employees with special knowledge of the customer
  - Threatening customers to tell their needs

16. Which of the following cannot be considered as a technique to gather information about customer needs?
- a) Customer meetings
  - b) Tracking customer complaints
  - c) Government or Independent Laboratory Data
  - d) Waiting for customer to come and tell about their needs
17. Choose the incorrect statement regarding the need for quality.
- a) Markets have become more competitive
  - b) Quality provides sustained performance
  - c) Quality provides customer satisfaction
  - d) It is the trend nowadays to introduce quality
18. Choose the incorrect statement related to quality improvement.
- a) Reduces rework
  - b) Leads to greater uniformity of product
  - c) Increases output with lowered cost
  - d) Increases machine time
19. Which among the following is not a factor influencing customer perception of quality of laboratory service?
- a) laboratory brand name and image
  - b) Opinions of friends
  - c) Equipment Spare parts availability
  - d) Published Test Results
20. What is the main purpose of hazard identification?
- a) To minimize the effect of a consequence
  - b) For better risk management
  - c) To characterize adverse effect of toxins
  - d) To reduce probability of occurrence