

**M. B. A. (HEALTHCARE AND
HOSPITAL MANAGEMENT)
(MBAHCHM)**

Term-End Examination

June, 2026

**MHH-016 : OPERATIONS MANAGEMENT IN
HEALTHCARE CENTRES**

Time : 3 Hours

Maximum Marks : 70

Note : Attempt any **seven** questions. Write the answer of each question within **800-1000** words each. Each question is of 10 marks. Make suitable diagram or flowchart wherever applicable.

1. Discuss the various KPIs being monitored by hospitals to monitor its function and efficient utilization of resources. 10

2. Discuss functional zones in hospital layout along with its benefits to hospital facility design and functionality. 10
3. List the various types of performance monitoring framework indicators and briefly explain with suitable examples. 10
4. Briefly explain the relationship between service positioning and 7Ps of service marketing mix. 10
5. Enumerate the key strategic frameworks in Indian healthcare. Briefly explain Porter's five forces. 10
6. What is hybrid strategy and discuss its advantages along with applicability ? 10
7. What are the various techniques of inventory management ? Explain any *two* inventory management techniques. 10
8. Discuss the types of hospital layouts in detail. 10

9. What are the various key parameters to be kept in mind in healthcare facility safety design ? 10
10. Discuss six sigma and DMAIC and their applicability in healthcare. 10
11. Define clinical audit and briefly explain the clinical audit cycle. 10
12. Briefly explain waste reduction strategies with a suitable diagram. 10

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