

2056

**B. Voc. (Medical Laboratory Technology) FYUP  
Fourth Semester**

**MLT-401: Clinical Laboratory Management**

**Time allowed: 3 Hours**

**Max. Marks: 80**

**NOTE: Attempt five questions in all, including Question No. 1 which is compulsory and selecting one question from each Unit.**

**x-x-x**

**Q: 1. Explain the followings:**

- (a) How is a quality of clinical laboratory maintained?
- (b) What does POCT stands for?
- (c) Define need assessment techniques.
- (d) Why is quality control important?
- (e) Basic principles of laboratory management.
- (f) What does OD BD indicate?
- (g) Define Standard Operating Procedures?
- (h) What are the key principles of professionalism?

(2x8=16)

**UNIT-I**

- Q: 2. a) Explain the concept and purpose of laboratory organisation. (8,8)  
b) Discuss the principles and processes for providing customer and personal services? (8,8)
- Q: 3. a) Discuss about the basic soft skills in laboratory and their importance. (8,8)  
b) What are the various techniques to improve customer satisfaction? (8,8)

**UNIT-II**

- Q: 4. a) Discuss about clinical automation, its types and scope. (8,8)  
b) Explain the various steps of research Protocol in the Lab? (8,8)
- Q: 5. Explain the followings:  
a) Principles of leadership and guidance. (8,8)  
b) Guidelines for effective patient and people management? (8,8)

**UNIT- III**

- Q: 6. a) What are the guidelines for effective documentation? (8,8)  
b) What is the use of LIMS System in clinical Laboratories. (8,8)
- Q: 7. Discuss in detail various types of records in clinical Laboratories. (16)

**UNIT- IV**

- Q: 8. Explain the followings:  
a) Why should you keep your work area clean when working in a laboratory? (8,8)  
b) General and Specific etiquettes to be followed in laboratory. (8,8)
- Q: 9. Write notes on  
a) Professionalism in healthcare (8,8)  
b) Importance of planning, prioritizing and organizing work in laboratory. (8,8)

**x-x-x**