**KENYA MEDICAL TRAINING COLLEGE – NYAMIRA**

**END OF YEAR THREE SEMESTER ONE EXAMINATION**

**MARCH 2016 KRCHN CLASS (PRE-SERVICE)**

**QUALITY ASSURANCE EXAMINATION**

DATE: …………………… TIME:…………………..

**INSTRUCTIONS**

1. Read the questions carefully and answer only what is asked.
2. Enter your examination number and question number on each page used.
3. ALL questions are compulsory.
4. For part 1 (MCQs), write the answer in the spaces provided on the answer booklet and each MCQ is one (1) mark.
5. For Part 2 (SHORT ANSWER QUESTIONS), answer the questions following each other.
6. For Part 3 (LONG ANSWER QUESTIONS), answer to each question MUST start on a separate page.
7. Omission of and or wrong numbering of a question or part of the question will result in 10% deduction of the marks scored from the relevant part.
8. Do NOT use a pencil.
9. Mobile phones are NOT allowed in the examination hall.

For Examiner:

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| --- | --- | --- | --- | --- |
| **MCQS** | **SAQS** | **LAQS 1** | **LAQS 2** | **TOTAL** |
|  |  |  |  |  |

**PART TWO: SAQ (SHORT ANSWER QUESTIONS) QUALITY ASSURANCE – 10 MARKS**

Q.1. Define the following terms as used in quality assurance;

1. Quality
2. Assurance 2 marks

Q.2. State four (4) dimensions of quality that enhances client satisfaction 4 marks

Q.3. Describe one of the methods /tools used in quality assurance programs 4marks