**KENYA MEDICAL TRAINING COLLEGE – NYAMIRA**

**END OF YEAR THREE SEMESTER ONE EXAMINATION**

**SEPTEMBER 2014 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: SHORT ANSWER QUESTIONS – QUALITY ASSURANCE – 10 MARKS**

Q.1. State three (3) advantages for assessing client satisfaction. 3 marks

Q.2. Formulate three (3) quality standards. 3 marks

Q.3. Explain four (4) aspects of quality. 4 marks