

# Lab Managements Test 1

\*Required

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ibility or \* 1 point

erson in

compliance

s

haviour

tasks and work



Title, which means employees must  
do as instructed



Laboratory staff approach the \* 1 point

Chief Biomedical Scientist with a problem. During maintenance on Monday morning, a brown precipitate was found in the acid wash buffer which cleans all the cuvettes. It appears sometime over the weekend staff poured an assay reagent into the wash buffer. Which of the following would be the LEAST course of action?

- Call the manufacturer to determine how to flush the analyser
- Discipline the weekend staff
- Verify the validity of the weekend quality controls and reanalyze all the samples, correcting results as necessary
- Contact risk management, if results corrected

Which of the following management concepts employs statistical analysis as a basis for achieving better results? \* 1 point

- Management by objectives
- Quality systems
- Scientific management
- Modern management

Which of the following items is the first step in problem-solving? \* 1 point

- Collection and analysis of data
- Observation and consideration of possible solutions
- Identification and analysis of the problem
- Observation and evaluation of the problem

Redesigning a laboratory in order to achieve dramatic improvements in costs, service, quality and efficiency is known as \* 1 point

- Cost containment
- Reengineering
- Ergonomics
- Quality assurance

The result of a formal corrective action or discipline should produce one of the following: \* 1 point

- Improves conduct or performance
- Make the employee upset and angry
- Produces a punitive result
- Places an employees' job in jeopardy

Which of the following \* 1 point  
accounting method is preferred  
for use by the laboratory sector?

- Profit
- Cash
- Accrual
- Credit

The abbreviation "OJT" stand for \* 1 point

- On-the-Job Technique
- On-the-Job Technology
- On-the-Job Training
- On-the-Job Tactic

Which of the following items is a \* 1 point document that defines the team's mission, boundaries, background of the problem, authority, duties and resources?

- Work rule
- Team work
- Team charter
- Team statement

The best way to do an appraisal \* 1 point of your employee is to base it on:

- Comparisons of their performance to other employees
- Your first impression of the employee
- Comparing their performance to standards and grading accordingly
- Whether you like the employee or not

One of the reasons to assess \* 1 point  
employee performance is to

- Review their salaries
- Improve their work performance
- Fulfill management obligations
- Reassign tasks

Management of clinical \* 1 point  
laboratories is compounded by

- Resource constraints
- Positional leadership styles
- Autocratic leadership styles
- Systematic errors during test performance

Student Name \*

Your answer

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Bias as a barrier to good communication is considered to be \* 1 point

- Physical
- Cultural
- Psychological
- Behavioural

Which of the following statements is correct? \* 1 point

- Human resource management management is a strategic management resource
- Under human resource management, an employee is treated as a resource
- Human resource management is a management skill, talent and talent and ability
- Human resource management lacks the organisation to achieve its goal

Delegation in human resource management is essential and includes all of the following EXCEPT \* 1 point

- Improvement of efficiency and productivity
- Motivation of subordinates
- Enhancement of trust
- Provision of time to manager for their personal business

Abraham Maslov's hierarchy of needs include the following EXCEPT \* 1 point

- Safety
- Relatedness
- Physiological needs
- Self-actualisation

When managing coaching conversations, the most appropriate introduction when addressing an issue is:

\* 1 point

- Discipline the employee
- Spend time listening, rather than talking
- Reinforce the mistake(s)
- Immediately state the problematic issue

In what order do managers typically perform their managerial functions?

\* 1 point

- Organising, planning, controlling and coordinating
- Organising, coordinating, planning and controlling
- Planning, organising, coordinating and controlling
- Planning, organising, controlling and coordinating

The primary reason for planning \* 1 point  
is to

- Obtain the commitment of your employees to their work
- Meet your organisation's annual review criteria
- Concentrate on the determined objectives
- Implement assignments that use less time and resources

Student Number \*

Your answer  
\_\_\_\_\_

Most laboratories have a management-employee structure that establishes guidelines for chains of command and communication. This structure is commonly referred to as \* 1 point

- Administrative structure
- Organisational Structure
- Management structure
- Institutional structure

Budgets help anticipate and contain costs. Which of the following is part of the direct cost category?

\* 1 point

- Building and equipment maintenance
- Insurance costs
- Payment for utilities
- Laboratory reagent and supplies

What percentage of time do supervisors spend on people-oriented activities?

\* 1 point

- 20%
- 40%
- 60%
- 80%

An entrepreneur who dreams big, start small and is focused avoiding distraction is known as \* 1 point

- Innovator
- Buyer
- Hustler
- Imitator

Why is "silence" incorporated into a conversation or meeting? \* 1 point

- To allow for consultation
- To allow people to pay attention to the speaker
- To provide specific responses to question
- To allow consensus to be reached

What forms the basis for successful directing? \* 1 point

- Strong ties with upper management
- Advanced management education and training
- People-oriented approach
- Desire of managers

Which personal characteristic reflects that an entrepreneur will work until the job is done? \* 1 point

- Persistence
- Self-confidence
- Inquisitiveness
- Creativity

The following is an example of \* 1 point  
the a traditional method for  
performance appraisal:

- Paired comparison method
- Free form method
- Easy method
- Analysis of a confidential report

The largest portion of operating \* 1 point  
expenses in a laboratory's  
budget is

- Laboratory supplies
- Administrative costs
- Equipment purchase
- Employee salaries

Which of the following refers to the periodic and impartial rating of an employee? \* 1 point

- Performance appraisal
- Developmental training
- Performance indicator
- Motivational compensation

Which of the following personal traits would be considered the most helpful to a new manager? \* 1 point

- Result-oriented
- Creative thinking
- People oriented
- Innovativeness

Which of the following features <sup>\*</sup> 1 point  
does NOT form part of Fayol's 14  
principles of management?

- Esprit de corps
- Initiative
- Individualism
- Order

The following items are correctly <sup>\*</sup> 1 point  
matched with correct budget  
type:

- Cost for repairs to Haematology  
analyser – Operating budget
- Monthly phone / internet expenses –  
Capital budget
- Renovations and expansion of  
laboratory size – Operating budget
- Laundry expenses / replacement  
laboratory coats – Capital budget

Unmanageable inboxes, missed deadlines, excessively long hours and poor morale may indicate that \* 1 point

- Employees are not performing up to your standards
- You may be hoarding work and should consider delegation
- You need to hire more staff
- Your department is enormously busy

Who is considered to be the father of modern management? \* 1 point

- Fredrick Taylor
- Mary Parker Follet
- Henri Fayol
- Elton Mayo

Coordination, as a laboratory management function, requires careful consideration all of the following EXCEPT \* 1 point

- Planning of meeting
- Building teams
- Organising fund-raising activities
- Scheduling work for personnel according to workload

On what premise is "Management by objectives" used? \* 1 point

- Attitudes displayed
- Knowledge of test procedures
- Number of test procedures
- Results obtained

Work standards fulfill organisational objectives when they are \* 1 point

- Measurable
- Clear
- Few
- Standardised

The practice of Medical Laboratory Medicine in Zambia is regulated by the \* 1 point

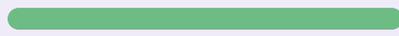
- Medical and Allied Sciences Act
- Health Professions Act
- National Medical Laboratory Act
- Biomedical Laboratory Act

Which of the following is NOT a \* 1 point stage in the team building process?

- Performing
- Deciding
- Norming
- Storming

Issues, other than technical \* 1 point skills, a laboratory manager might address with a medical laboratory technologist or a biomedical scientist applicant would include

- Religious activities
- Professional body activities
- Body fitness activities
- Willingness to work overtime

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