



## Health Service Operations Management SBS-MSc Assignment – 2023

STUDENT ID

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UNIT TITLE: \_\_\_\_\_

NAME (in Full): \_\_\_\_\_

- All assignments are to be submitted on 9<sup>th</sup> March 2023 at [assignments@atmsedu.org](mailto:assignments@atmsedu.org) and <https://lms.atmsstudentgateway.com/>
- Any Assignment submission extension request must come to Azra Fatima (Head: Examination | Academic) [afatima@atmsedu.org](mailto:afatima@atmsedu.org) 5 days before the date of submission with a valid reason and supported documentary evidence.
- APA 7<sup>th</sup> edition referencing guidelines needs to be followed.
- Similarity between student's work is strictly not accepted, any student found with similar work will be graded Zero and fail for the course. However, Plagiarism is an academic offence and will not be tolerated.
- Any reevaluation request should come in 5 days of grade release. Any late request will not be obliged. (Form and other details shall be shared based on request)
- Reevaluation cannot be requested for plagiarized assignments as the assignment stands as an academic misconduct.
- If a program participant submits the assignment late, but within 1 week after the submission date a 20% penalty will be applied
- Re-evaluation request is NOT applicable for any failed courses provided the mark range from 59 to 69. Any grade which is below the range is however not applicable for this request.
- Any rescheduling request can be fulfilled within one week after the actual date of the assessment. Any late request will not be obliged.
- Assignment once submitted to exam board is final for marking.
- Second extension cannot be provided without supporting documentary evidence.
- Program participants are strongly advised to keep a copy of their work in case the submitted copy should go astray.
- Total 90 marks. 10 Marks for Class Attendance. Final marks will be converted to 90 marks.

PS. Kindly note to adhere to all the above instructions. Failing to read this, ATMS will not be responsible for any actions taken.

## GUIDELINES FOR ASSIGNMENT

1. If assignment is Question & Answer based then.
  - Introduction is needed for each question.
  - Question has to be answered based on the mark allotted for each question with references if any idea or information is taken from other source.
2. If assignment is case based then,
  - Executive summary
  - Table of content
  - Introduction
  - Body of assignment (questions related to case need to be answered)
  - Conclusion / Recommendation if any
  - References (in-text + citation) to be used.

**Total Marks \_\_\_\_\_ / 90**

## PLAGIARISM

Plagiarism is a form of **cheating**, by representing someone else's work as your own or using someone else's work (another student or author) without acknowledging it with a reference. This is a serious breach of the Academic Regulations and will be dealt with accordingly. Students found to have plagiarized can be **excluded from the program**.

Plagiarism occurs whenever you do any of the following things without acknowledging the original source:

- ✓ Copy information from any source (including the **study guide**, books, newspapers, the internet)
- ✓ Use another person's concepts or ideas
- ✓ Summarize or paraphrase another person's work.

### How do I avoid plagiarism?

To ensure you are not plagiarizing, you must acknowledge with a reference whenever you:

- ✓ use another person's ideas, opinions or theory
- ✓ include any statistics, graphs or images that have been compiled or created by another person or organization
- ✓ Paraphrase another's written or spoken word.

### What are the penalties?

The penalties for plagiarism are:

- ✓ Deduction of marks,
- ✓ A mark of zero for the assignment or the unit, or
- ✓ Exclusion from the program.

Plagiarism is dealt with on a case-by-case basis and the penalties will reflect the seriousness of the breach. **Please note claiming that you were not aware of need to reference is no excuse.**

## **Part A (1200 -1500 words)**

**Referring to the research paper by Ong, Jayagobi, Raut and Chong (2015), Answer the following questions:**

1. What is the area of improvement the hospital was trying to address in its quality improvement project? What was the impact of the problem in the hospital that was the subject of focus in the quality improvement project?
2. What is the scientific rationale that this improvement project is based on?
3. Why it was important to conduct this quality improvement project?
4. What were the objectives of the quality improvement project?
5. What are the different types of wastes in operations management? Which waste (s) did this study address?
6. What improvement framework did the quality project embrace? Describe its components and provide scientific evidence about its robustness?
7. Why were there inclusion and exclusion criteria for this improvement project?
8. What interventions did the hospital improvement team develop? What were the assumptions that these interventions were based on?
9. Did the improvement project achieve its objectives? Discuss the results and analyze the effectiveness of the achievements. What was the primary measure that the project used to demonstrate a success?

## **Part B (1800 words)**

Compare and contrast the just in time concept with the focused factory concept in terms of their applicability to a healthcare operational setting.