

Introduction to Laboratory Management

Laboratory Management · Answer Key · 21 Questions

1. What is the primary goal of laboratory management in the context of medical technology?

- A) To increase the number of tests performed
- B) To ensure an accurate and timely result for patients**
- C) To reduce the cost of laboratory services
- D) To expand the laboratory's physical space

2. Which of the following phases is NOT covered by laboratory management's scope in the testing pathway?

- A) Pre-examination
- B) Examination
- C) Post-examination
- D) Diagnosis confirmation by physician**

3. What is the ultimate responsibility of a Laboratory Director?

- A) Monitoring day-to-day operations
- B) Overseeing bench operations and staffing
- C) The overall operation of the laboratory**
- D) Bridging communication between staff and management

4. Who monitors day-to-day operations and quality performance in a laboratory setting?

- A) Laboratory Director
- B) Quality / Laboratory Manager**
- C) Chief MedTech / Section Supervisor
- D) Laboratory Technician

5. Which role bridges communication between staff and management?

- A) Laboratory Director
- B) Quality / Laboratory Manager
- C) Chief MedTech / Section Supervisor / Charge Tech**
- D) Technical Manager

6. Laboratory management is considered the link between a well-run facility and what?

- A) A profitable business
- B) A satisfied staff
- C) A patient who can trust the result**
- D) An accredited institution

7. What is the definition of management as an ongoing process?

- A) A one-time event to set up a laboratory
- B) A continuous effort to achieve objectives efficiently**
- C) A process solely focused on financial gains
- D) A method to minimize staff interaction

8. Which of the three broad schools of management thought focuses on motivation, group dynamics, and the human side of the workplace?

- A) Classical School
- B) Behavioral School**
- C) Modern / Systems School
- D) Scientific Management

9. According to the management process described, which function involves arranging people and resources to carry out a plan?

- A) Planning
- B) Organizing**
- C) Leading
- D) Controlling

10. Which management skill is most critical at the top management level, involving the ability to see the big picture and think strategically?

- A) Technical Skills
- B) Human Skills
- C) Conceptual Skills**
- D) Interpersonal Skills

11. In Henry Mintzberg's role categories, which role involves motivating and directing staff?

- A) Monitor
- B) Disseminator
- C) Leader**
- D) Spokesperson

12. What is a key characteristic of effective management, particularly in a laboratory setting?

- A) Focusing solely on technical expertise
- B) The ability to get people to work together**
- C) Minimizing communication among staff
- D) Prioritizing individual tasks over team goals

13. Which level of management is responsible for translating strategy into department-level plans?

- A) Top Management
- B) Middle Management**
- C) Lower Management
- D) Supervisory Management

14. Management focuses on systems, processes, and structure, while leadership focuses on what?

- A) Stability and order
- B) Growth and innovation**
- C) Solving today's problems
- D) Controlling resources

15. A high-performance manager who looks to the future and anticipates challenges is described as a:

- A) Problem Solver
- B) Teacher
- C) Strategist**
- D) Negotiator

16. Medical laboratory managers are challenged to be skilled in both business operations and what other area?

- A) Human Resources
- B) Laboratory Science**
- C) Marketing
- D) Information Technology

17. Which step in the decision-making process involves identifying possible courses of action?

- A) Identify the Problem
- B) Gather Information
- C) Generate Alternatives**
- D) Evaluate & Choose

18. The Greek word 'ORGANON' from which 'organization' is derived means:

- A) Goal
- B) Structure
- C) Organ**
- D) System

19. In the congruency model of an organization as an open system, which element represents unwritten norms, relationships, and culture?

- A) Formal Organization
- B) People
- C) Work

D) Informal Organization

20. The principle of 'Unity of Command' states that each employee should report to and receive instructions from only one supervisor. What does this aim to prevent?

- A) Lack of specialization

B) Conflicting instructions and confusion

- C) Overlapping responsibilities
- D) Inefficient use of resources

21. Which principle of organization states that authority given must match the responsibility assigned?

- A) Span of Control
- B) Scalar Chain
- C) Delegation of Authority

D) Balance of Responsibility & Authority