

Laboratory Leadership, Organization, and Management

Laboratory Management · Answer Key · 10 Questions

1. What are the core management functions known by the acronym POSDC?

- A) Planning, Organizing, Staffing, Directing, Controlling**
- B) Planning, Organizing, Supervising, Directing, Coordinating
- C) Processing, Organizing, Staffing, Developing, Controlling
- D) Planning, Overseeing, Staffing, Directing, Coordinating

2. Which leadership style is most appropriate for a critical instrument malfunction during patient testing?

- A) Democratic
- B) Laissez-Faire
- C) Autocratic**
- D) Transformational

3. Which organizational structure is best suited for laboratories with multiple specialized testing sections?

- A) Hierarchical
- B) Functional**
- C) Horizontal
- D) Network

4. What is the primary purpose of a Root Cause Analysis (RCA)?

- A) To assign blame for errors
- B) To identify the underlying cause of a problem**
- C) To speed up the decision-making process
- D) To reduce staff turnover

5. In the management process, what is the key question for the 'Staffing' function?

- A) What do we want to accomplish?
- B) How should the work be arranged?
- C) Who will do the work?**
- D) Are we achieving our goals?

6. Which leadership style focuses on intellectual stimulation and personal growth to drive change?

- A) Transactional
- B) Transformational**
- C) Autocratic
- D) Coaching

7. What is the main goal of Job Design?

- A) To identify tasks for each position
- B) To establish job descriptions
- C) To organize work to improve performance and efficiency**
- D) To determine required competencies

8. Which tool is used to organize possible causes of a problem into categories like People, Methods, and Machines?

- A) 5 Whys
- B) PDCA Cycle
- C) Fishbone Diagram**
- D) Decision Matrix

9. What is the primary benefit of a 'Horizontal' organizational structure?

- A) Clear chain of command
- B) Best for small labs and startups**
- C) Best for multi-site systems
- D) High regulatory compliance

10. Which communication skill involves understanding instructions and concerns accurately before responding?

- A) Active Listening**
- B) Written Communication
- C) Nonverbal Communication
- D) Constructive Feedback