

Second Year MHA Degree Examinations, December 2012

Materials Management and Total Quality Management

Time: 3 Hours

Total Marks: 100

- Answer all questions. Draw diagrams wherever necessary
- Write **section A** and **section B** in separate answer books. Do not mix up questions from section A and section B.

QP CODE: **206380** Section A – Materials Management

Marks: 50

Essay: (20)

1. Explain all types of inventory and mention the implications of each type if it is very high in monetary value.

Short essay: (10)

2. Mention the important steps in the process of import procedure of medical equipment to a hospital.

Short notes: (4x5 =20)

3. What actions a purchase manager should take in following: Delay in supplies, wrong supplies.
4. VED analysis and its advantages.
5. Scope and advantages of standardization of materials in a hospital.
6. Define "Value." How does it differ from cost.

QP CODE: **207380** Section B- Total Quality Management

Marks: 50

Essay: (20)

1. Explain with an example how cause and effect diagram is prepared and mention its advantages. Discuss different scatter diagram patterns.

Short essay: (10)

2. What are the barriers of total quality management implementation and explain how to overcome it.

Short notes: (4x5=20)

3. Scope of medical audit and three of its uses.
4. Annual maintenance of equipment and its role in quality performance.
5. Concept of Kaizan.
6. What are the objectives of ISO 14000. Mention the elements of ISO 140000
