

**Second Year MHA Degree Examinations, October 2013**

**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. Describe the various methods of purchasing specifying its advantages and disadvantages. State the reasons or circumstances under which these methods are applied in the stores of a 200-bed multi-specialty hospital.

**Short essay: (10)**

2. Define scope and importance of materials management. How does it help increase the profitability of an organization.

**Short notes: (4x5 =20)**

3. Types of leasing, mention one advantage and disadvantage of each type.
4. ABC analysis.
5. Explain the contents and source of these contents for a goods receipt note, with the help of a diagram.
6. Bar coding and its importance in logistics management.

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

**Marks: 50**

**Essay: (20)**

1. Explain the basic principles and concepts of total quality management. Explain the contributions of Deming and Juran towards quality improvement.

**Short essay: (10)**

2. Classify the types of audits. What are advantages and disadvantages of audit in a hospital. Describe how a two party audit system works.

**Short notes: (4x5=20)**

3. Pareto analysis.
4. Concept of business process re-engineering with a hospital operations example.
5. Hospital infection control committee – composition, objective and mention any three outcomes of Infection control audit.
6. Concept of just-in time in quality improvement.