

Reg. No:.....

Second Year MHA Degree Supplementary Examinations, February 2014

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. What are the procurement considerations when importing biomedical equipment. Briefly describe import documentation and customs clearance.

Short essay:

(10)

2. Describe the functions of materials management department. What are the essentials of purchase cycle.

Short notes:

(4x5 =20)

3. Codification and classification.
4. Inventory control costs.
5. Stock verification.
6. Pilferage of stores

QP CODE: 207380

Section B- Total Quality Management

Marks: 50

Essay:

(20)

1. Explain TQM in health care and improvement through use of TQM tools

Short essay:

(10)

2. What is accreditation. Add a note on various accreditation bodies

Short notes:

(4x5=20)

3. Benchmarking.
4. Medical audit.
5. Patient safety management
6. Deming's philosophy
