

Second Year MHA Degree Examinations, October 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(32 pages)**.
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 tender system to procure materials at most competitive rates and ensure a fair selection among suppliers. Add a note on vendor analysis.

Short essay:

(10)

2. Discuss the legal aspects related to materials.

Short notes:

(4x5 =20)

3. Role of computers in stores management.

4. Stores management

5. Perpetual inventory system.

6. Insurance of materials

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Section B- Total Quality Management

Marks: 50

Essay:

(20)

1. How to raise the quality care of the patients in a hospital through quality control tools and techniques

Short essay:

(10)

2. National and international accreditation bodies in health care, and their role in improvement of healthcare services.

Short notes:

(4x5=20)

3. Six sigma concept.

4. Nursing audit.

5. PDCA cycle

6. Equipment maintenance