

Second Year MHA Degree Supplementary Examinations, February 2015

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. What is meant by inventory control. What are the advantages and disadvantages of holding inventories. Discuss in brief various techniques of inventory control.

Short essay:

(10)

2. Explain the purchase cycle with help of a neat flow diagram.

Short notes:

(4x5 =20)

3. Breakdown maintenance.
4. Letter of credit.
5. Recent advances and purpose of codification of materials in a hospital.
6. Types of distribution systems of materials in a hospital.

QP CODE: 207380

Section B- Total Quality Management

Marks: 50

Essay:

(20)

1. Discuss what is six sigma in quality and how it is achieved in a process of hospital. What are the major steps in benchmarking.

Short essay:

(10)

2. What are the ways by which an organization can make use of customer feedback. Sketch down a format of customer feedback for an outpatient service department.

Short notes:

(4x5=20)

3. Describe a registration process for NABH accreditation for a 100 bed hospital.
4. How motivated workforce is achieved in a company. List the types of leadership.
5. Process and advantages of nursing audit in a hospital.
6. Describe affinity diagram and its advantages