

Reg. No:.....

Second Year MHA Degree Supplementary Examinations, October 2015

**Materials Management and Total Quality Management
(2010 scheme)**

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. Discuss all the aspects involved in purchase of capital equipment. Add a note on purchase Vs leasing decision.

Short essay:

(10)

2. Define inventory. Explain the importance, the types and advantages of inventory. List the costs associated with inventory systems.

Short notes:

(4x5 =20)

3. Materials planning
4. Condemnation and disposal
5. The recent trends in hospital stores management.
6. Price forecasting of materials

QP CODE: 207380

Section B- Total Quality Management

Marks: 50

Essay:

(20)

1. What do you understand by continuous quality improvement. How can it be practiced in a hospital.

Short essay:

(10)

2. Quality management philosophies

Short notes:

(4x5=20)

3. Patient satisfaction survey
4. Clinical audit
5. Kaizen
6. Quality management in OT
