

Second Year MHA Degree Supplementary Examinations, February 2016

**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. Define purchasing. Explain the price forecasting methods.

Short essay: (10)

2. Explain about the various legal aspects related to the purchase of goods for a private hospital.

Short notes: (4x5 =20)

3. Types of stores in a hospital.
4. Purchase Vs leasing decisions
5. Letter of credit formalities relating to imports.
6. P & Q system

QP CODE: 207380 Section B- Total Quality Management Marks: 50

Essay: (20)

1. Describe about the various statistical tools using in total quality management of hospitals.

Short essay: (10)

2. Distinguish between medical and nursing audit.

Short notes: (4x5=20)

3. Deming P-C-D-A- cycle.
4. Comment about business process reengineering.
5. ISO certification
6. Training for quality
