

Reg. No:.....

Second Year MHA Degree Supplementary Examinations, February 2016

Materials Management & Total Quality Management

(2013 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: **226380** **Section A – Materials Management** Marks: **50**

Essay: (20)

1. Explain about the classification and standardization of materials

Short essay: (10)

2. Explain purchase through rate contract and tender

Short notes: (4x5 =20)

3. Price forecasting
4. Letter of credit formalities
5. Purchase cycle
6. 'Material control in Indian context

QP CODE: **227380** **Section B- Total Quality Management** Marks: **50**

Essay: (20)

1. Explain the various tools in TQM

Short essay: (10)

2. Explain the various duties and responsibilities of audit team

Short notes: (4x5=20)

3. Bench marking
4. Patient satisfaction survey methods
5. Clinical audit
6. Team work in TQM
