

**Second Year MHA Degree Supplementary Examinations February 2017**

**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 three different inventory controls and its advantages

**Short essay:** (10)

2. Explain about the importance of computers in materials management

**Short notes:** (4x5 =20)

3. Carriage of goods act
4. Rate contract
5. Stock out cost
6. Bar codes

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

**Essay:** (20)

1. Comment on the contributions on Deming and Crosby in TQM

**Short essay:** (10)

2. Explain the various statistical tools in TQM

**Short notes:** (4x5=20)

3. Audit protocol
4. Six sigma concept
5. National Accreditation Board for Hospitals and Health care providers (NABH)
6. Mortality review

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