

Second Year MHA Degree Examinations October 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 in detail about the relation of materials management system in a hospital with other administrative function of a hospital. List out the various correspondences.

Short essay: (10)

2. Define purchasing. Explain the procedure of capital equipments and other investments in a corporate hospital.

Short notes: (4x5 =20)

3. Carriage goods Act.
4. What is pilferage of stores.
5. Various registers in stores.
6. Stock out cost.

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

Essay: (20)

1. Explain the concept of quality in health care institutions and point out the importance of team work in quality management system.

Short essay: (10)

2. Briefly explain about the various quality standards and accreditation system of hospitals in India and write about the process and steps to reach accreditation.

Short notes: (4x5=20)

3. Define audit protocol.
4. Write the 14 quality principles of Edwards Deming.
5. Importance of antibiotic audit.
6. Quality function deployment.
