

**Second Year MHA Degree Supplementary Examinations April 2018**

**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 the role of stores manager in a hospital. Discuss about the stores setting of a newly starting 200 bedded hospital.

**Short essay:**

**(10)**

2. Mention about the legal aspects related to the international purchasing of biomedical equipments. Explain the letter of credit formalities relating to the importing of equipments.

**Short notes:**

**(4x5 =20)**

3. What is mean by bar coding.
4. Explain about the right quality of materials.
5. How to develop an information system for effective materials management in a hospital.
6. Material control Vs inventory control

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**Section B- Total Quality Management**

**Marks: 50**

**Essay:**

**(20)**

1. Describe the concept of team in hospitals and its importance in NABH accreditation of private hospitals in Kerala.

**Short essay:**

**(10)**

2. Explain the details about the different audits in a hospital for the evaluation of health care performance.

**Short notes:**

**(4x5=20)**

3. Scope of quality and productivity.
4. Fegenbaum`s philosophy.
5. What are the barriers of total quality management implementation and explain how to overcome it.
6. JCAHO

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