

**Second Year MHA Degree Examinations October 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. Describe in detail the purchase of capital equipment

**Short essay:**

**(10)**

2. Discuss about legal aspects in purchasing

**Short notes:**

**(4x5 =20)**

3. Insurance of materials
4. Price forecasting of materials
5. Importance of materials management
6. Types of stores in hospital

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**Section B - Total Quality Management**

**Marks: 50**

**Essay:**

**(20)**

1. Discuss about the need and importance of hospital accreditation. Explain about NABH & JCI accreditation

**Short essay:**

**(10)**

2. Kaizen in healthcare

**Short notes:**

**(4x5=20)**

3. Crosby's philosophy
4. PDCA cycle
5. Structure process outcome model
6. Brainstorming

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