

Reg. No:.....

**Second Year MHA Degree Regular/Supplementary Examinations  
September 2019**

**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 purchasing cycle. What are different methods of purchasing. Add a note on purchase through e-commerce

**Short essay:** (10)

2. Letter of credit

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

3. Types of inventory
4. Location and layout of stores
5. P & Q system
6. Computers in stores

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**Section B- Total Quality Management**

**Marks: 50**

**Essay:** (20)

1. What is TQM and its importance in healthcare. Describe the tools of quality control

**Short essay:** (10)

2. Six sigma

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

3. Antibiotic audit
4. Retrospective process review
5. Leave against medical advice
6. Unusual incident reporting

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