

Second Year MHA Degree Supplementary Examinations January 2020

Materials Management & Total Quality Management

(2013 Scheme)

Time: 3 Hours

Total Marks: 100

- *Answer all questions to the point neatly and legibly • Do not leave any blank pages between answers • Indicate the question number correctly for the answer in the margin space*
- *Answer all parts of a single question together • Leave sufficient space between answers*
- *Draw table/diagrams/flow charts 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. Discuss international buying and import purchasing with suitable examples and procedure outlay.

Short essay:

(10)

2. How do you plan a stores dept. in a 100 bedded super specialty hospital

Short notes:

(4x5 =20)

3. Inventory management
4. Bar codes
5. Material control
6. Right price

QP CODE: 227380

Section B- Total Quality Management

Marks: 50

Essay:

(20)

1. Explain the importance of patient safety management in hospitals

Short essay:

(10)

2. Explain accreditation and certification

Short notes:

(4x5=20)

3. Medical audit
4. Comment about TQM tools
5. Concurrent process review
6. Concept of quality assurance
