

Reg. No:.....

**Second Year MHA Degree Regular/Supplementary Examinations  
October 2021**

**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. Explain the customer order cycle for imported hospital items. Describe the format of Letter of credit. Who are the parties involved and time period for payments through letter of credit.

**Short essay:**

**(10)**

2. Discuss the price forecasting techniques for stores in hospital. Please give examples.

**Short notes:**

**(4x5 =20)**

3. Discuss difference between centralised stores and de-centralised stores in a hospital chain.
4. Discuss on supply and replacement of stocks in hospitals
5. Bar coding and codification techniques.
6. Uses of Pareto Analysis.

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**Section B- Total Quality Management**

**Marks: 50**

**Essay:**

**(20)**

1. Explain Juran Trilogy for continuous process improvement. Discuss his ten steps in quality improvement

**Short essay:**

**(10)**

2. Explain the benchmarking process, the reasons to benchmark and its barriers

**Short notes:**

**(4x5=20)**

3. Explain failure mode and effect analysis in medication errors.
4. What are objectives of ISO 14000.
5. Concept of quality circles with a brief history in India.
6. Discuss on patient satisfaction survey. Frame one to out-patient department

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