

Reg. No:.....

Second Year MHA Degree Supplementary Examinations March 2022

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 the need of stores specific for the healthcare sector. Explain with a diagram a layout and design of hospital stores

Short essay:

(10)

2. Discuss the warehousing needs specific for healthcare sector. Explain with diagram a layout and design of warehouse

Short notes:

(4x5 =20)

3. Discuss on e-commerce – its disadvantages, advantages
4. Tendering Procedures
5. Discuss on import tariffs, customs and excise exemptions.
6. Explain bin card system in inventory management.

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Section B- Total Quality Management

Marks: 50

Essay:

(20)

1. Discuss on implementation of antibiotic audit in a large hospital. Discuss the importance of an antibiogram

Short essay:

(10)

2. Explain the house of quality in quality function deployment

Short notes:

(4x5=20)

3. Discuss on Concurrent review program of post-delivery complications.
4. Mention formulae for any five periodic indicators as per NABH.
5. Discuss on Donabadien model of quality management.
6. Why is ISO 9000 important. Explain briefly.
