

Reg. No:.....

**Second Year MHA Degree Regular/Supplementary Examinations  
November 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. Describe the procedure for international purchasing including documentation

**Short essay:**

**(10)**

2. Standardization and codification

**Short notes:**

**(4x5 =20)**

3. Tendering procedure
4. Purchase vs lease decision
5. Functions of materials manager
6. Benefits of bar coding

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**QP CODE: 227380**

**Section B- Total Quality Management**

**Marks: 50**

**Essay:**

**(20)**

1. Explain the contribution of Deming and Taguchi to quality management

**Short essay:**

**(10)**

2. Use of control charts in healthcare

**Short notes:**

**(4x5=20)**

3. JIT
4. Patient satisfaction survey
5. Hospital accreditation
6. Nursing audit

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