

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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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
