

Reg. No:.....

**Second Year MHA Degree Regular/Supplementary Examinations
October 2023**

**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 importance of materials management in hospitals and role of material managers.

Short essay: (10)

2. Describe the ABC method of inventory analysis with its implications for decision making.

Short notes: (4x5 =20)

3. Write a note on classification and codification of materials.
4. Illustrate the tendering process for procurement of materials.
5. Illustrate on the standardization of materials with examples from hospitals.
6. Explain the methods of stock verification and pilferage control.

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Section B- Total Quality Management

Marks: 50

Essay: (20)

1. Describe the quality management philosophies of Deming, Juran and Fegenbaum.

Short essay: (10)

2. Discuss the quality tools with Ishikawa diagram and Control chart with diagrams.

Short notes: (4x5=20)

3. The benefits of Mortality Review.
4. Patient safety and its dimensions.
5. Discuss the different benchmarks used in hospitals.
6. The process of NABH accreditation and its benefits.
