

**Second Year MHA Degree Supplementary Examinations March 2024**

**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 and objectives of purchase management in hospitals.

**Short essay:** (10)

2. Describe the relation of materials management department with other departments in hospitals.

**Short notes:** (4x5 =20)

3. Write a note on VED analysis of materials and its significance in hospitals.
4. Illustrate the process for international procurement of materials.
5. Illustrate on the role of computers in material management.
6. Explain the methods of standardization of materials.

**QP CODE: 227380**

**Section B- Total Quality Management**

**Marks: 50**

**Essay:** (20)

1. Justify the statement “P.D.C.A. cycle is a method which helps in quality management”. Illustrate with example from the context of a hospital.

**Short essay:** (10)

2. Audits are methods of improving quality. Illustrate the idea with reference to medical audit and nursing audit.

**Short notes:** (4x5=20)

3. Fegenbaum's philosophy of quality management and the cost of quality as perceived by him.
4. Nursing audit as a tool for quality improvement
5. NABH accreditation, its benefits and process
6. Patient satisfaction survey

\*\*\*\*\*