

**Reg. No:**.....

**Second Year MHA Degree Examinations, October 2015**

# Materials Management & Total Quality Management

**(2013 Scheme)**

**Time: 3 Hours**

**Total Marks: 100**

- Answer all questions. Draw diagrams 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 stores in a hospital. What are various aspects to consider in layout, location and types of stores for a 300 bed multi-specialty hospital. Add a note on responsibilities of store manager

## **Short essay: (10)**

## 2. Role of computers in material management

## Short notes: (4x5 =20)

3. Costs associated with materials management
4. P & Q system
5. Rate vs running contract
6. What are the different types of tenders

## ANSWER

QP CODE: 227380 Section B- Total Quality Management Marks: 50

**Essay:** \_\_\_\_\_ (20)

## 1. Discuss the contributions of various quality management gurus to the field of TQM

**Short essay:** (10)

2. What is hospital accreditation. Add a note on various accreditation bodies for healthcare organizations.

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

3. Leave against medical advice
4. What are the objectives of clinical audit?
5. JIT
6. Quality circles

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