

Reg. No:.....

**Second Year MHA Degree Regular/Supplementary Examinations  
November 2020**

**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. What is inventory control and what are its advantages. Explain the various inventory control techniques.

**Short essay:** (10)

2. Explain letter of credit in detail

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

3. Types of stores in a hospital
4. How do you control pilferage in stores
5. Organization of materials management department
6. What is meant by lead time

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**Section B- Total Quality Management**

**Marks: 50**

**Essay:** (20)

1. What are principles of TQM. Explain the seven tools of quality management

**Short essay:** (10)

2. Discuss briefly medical audit

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

3. Critical incident review
4. What is the purpose of patient satisfaction surveys
5. ISO certification
6. Donabedian's model of quality

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