

Reg. No:.....
Second Year MHA Degree Supplementary Examinations March 2021

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. Elaborate on stores keeping in a 200-bed hospital. Describe its location, layout, manpower required, types and inventory management techniques you can use

Short essay:

(10)

2. Why is just-in-time considered as one of best method of purchasing in hospitals. Discuss on different types of tender systems

Short notes:

(4x5 =20)

3. Discuss purchase versus leasing decision.
4. Discuss on control of pilferage in a hospital stores.
5. Discuss on Demurrage – its causes, how is it calculated.
6. Explain stock out reasons & costs.

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Section B- Total Quality Management

Marks: 50

Essay:

(20)

1. Explain Kaizen principle. Explain how employees will be involved in doing a process

Short essay:

(10)

2. What are barriers of total quality management implementation. How are they overcome

Short notes:

(4x5=20)

3. Plot the control chart for variables and attributes.
4. Discuss on brainstorming as a process in quality management.
5. Define a clinical audit protocol for a 200-bed hospital
6. Explain the importance and effects of leave against medical advice
