

**Second Year MHA Degree Supplementary Examinations March 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. The Central Receiving Department of a large University Teaching Hospital receives and supplies materials indented by various clinical departments. Bring out the essence of Material Management and its importance in the day to day operation of the hospital.

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

2. It was reported that a TKR surgery had to be cancelled because of implant stock out. Highlight the importance and functions of main store and surgical sub store in ensuring a seamless supply chain management system.

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

3. What is ABC analysis. Discuss with examples.
4. Define Inventory Control and discuss the scope of inventory management in a superspeciality hospital.
5. An efficient materials management system demands a strong database of discreet information. Justify and discuss this statement.
6. Major capital equipment is largely imported in India. Discuss the important processes and procedures that you will follow while initiating an international capital purchase.

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**QP CODE: 227380****Section B- Total Quality Management****Marks: 50****Essay:****(20)**

1. Organizations that are customer driven and those that excel in delivering superior value to their customers are always focused on learning and understanding all about their customer's requirements and expectations. Explain how accreditation helps hospitals and healthcare providers in this process.

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

2. With examples from the healthcare industry discuss how some of the Quality Management philosophies have impacted the delivery of healthcare services.

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

3. A recent article published that the organizational climate seemed to have improved with Quality Circles as reflected in job satisfaction and sense of accomplishment between Quality circle members and non-members. Do you agree. Justify
4. With an example discuss the importance of a Fish Bone Diagram
5. Discuss the steps in the Six Sigma process.
6. With an example discuss how you will utilize a Pareto Chart

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