

**Second Year MHA Degree Regular/Supplementary Examinations  
October 2024**

**Materials Management & Total Quality Management  
(2013 and 2016 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. Elucidate the objectives of Comparative statement in purchase of capital items.  
Illustrate with an example of any capital item.

**Short essay:**

**(10)**

2. Describe different types of stores in hospitals and the storage conditions required for Pharmacy items.

**Short notes:**

**(4x5 =20)**

3. Elucidate tender process.
4. Illustrate the VED inventory analysis
5. Illuminate the process of international purchase.
6. Explain the Excise and Customs exemptions.

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**Section B- Total Quality Management**

**Marks: 50**

**Essay:**

**(20)**

1. Cost of Quality is less than cost of non-conformance to quality. Explain with the support of the Japanese experts of Quality Management.

**Short essay:**

**(10)**

2. How is patient safety important for quality. Explain the methods to assure patient safety in hospitals.

**Short notes:**

**(4x5=20)**

3. Explain Quality Circle and its use in hospital context.
4. Explain how medical audit helps in quality improvement.
5. Explain the major committees in hospitals and their role for quality improvement.
6. Compare and contrast NABH accreditation and ISO certification.

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