

**Second Year MHA Degree Regular/Supplementary Examinations
October 2025**

**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 Material Management and the five rights of Materials Management

Short essay:

(10)

2. Describe VED analysis and explain how it helps in Pharmacy inventory management in a hospital

Short notes:

(4x5 =20)

3. What is comparative statement. Explain the benefits of it
4. Illustrate the coding of materials and indexing methods
5. Illuminate on 'Letter of Credit'
6. Explain the disadvantages of online purchases

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Section B- Total Quality Management

Marks: 50

Essay:

(20)

1. Elucidate the concepts of major Japanese experts who laid the foundation for Quality Management

Short essay:

(10)

2. Elaborate the concept of patient safety and list the patient safety goals.

Short notes:

(4x5=20)

3. Illustrate the use of Ishikawa diagram with an example
4. Explain how LAMA and DAMA analysis can help for quality improvement
5. Explain the major thrusts of JCI and NABH standards
6. Give a brief sketch of any two methods of Patient satisfaction survey
