

Second Year MHA Degree Supplementary Examinations March 2026

**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 'Purchase Cycle' and its various steps

Short essay:

(10)

2. Describe the relation of materials management department with other departments in hospitals

Short notes:

(4x5 =20)

3. Write a note on ABC - VED combined matrix and its significance in hospitals
4. Illustrate the ways for standardization of materials
5. Illustrate 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. Explain PDCA cycle and how it can be applied for hospital quality improvement

Short essay:

(10)

2. How do Performance Reviews contribute to quality improvement. Illustrate with examples

Short notes:

(4x5=20)

3. Illustrate the use of Fish Bone diagram with an example
4. Medical Audit as a tool for quality improvement
5. NABH standards and its chapters
6. Patient satisfaction survey
