

THE TAMIL NADU DR. M.G.R. MEDICAL UNIVERSITY

[AHS 0222]

**FEBRUARY 2022
(OCTOBER 2021 EXAM SESSION)**

Sub. Code: 5027

**MASTER OF HOSPITAL ADMINISTRATION (AHS)
FIRST YEAR (Candidates admitted in 2017-2018 & 2020-2021)
PAPER VII – LOGISTICS AND SUPPLY CHAIN MANAGEMENT IN
HEALTHCARE SERVICES
*Q.P. Code : 435027***

Time : Three hours

Answer ALL Questions

Maximum : 100 Marks

I. Elaborate on:

(2 x 20 = 40)

1. Discuss the effect of modernised logistics practised in hospital pharmacy; also enumerate its impact on the economy of the firm.
2. Why warehousing is important for healthcare logistics, and explain the different types of warehousing and their functions.

II. Write notes on:

(10 x 6 = 60)

1. Explain the role of Information system in customer order cycle.
2. Discuss challenges faced in hospital inventory management system.
3. What are the issues that could be affecting the transportation cost?
4. What are indications of poor inventory management?
5. What is a letter of credit?
6. Explain the principles of supply chain management?
7. How logistics can serve healthcare sector?
8. What are the elements of customer service?
9. Explain the basic principles that need to be followed for an effective warehouse layout design.
10. What are the functions of inventory management?

THE TAMIL NADU DR. M.G.R. MEDICAL UNIVERSITY

[AHS 1022]

OCTOBER 2022

Sub. Code: 5027

**MASTER OF HOSPITAL ADMINISTRATION (AHS)
FIRST YEAR (Candidates admitted in 2017-2018 & 2020-2021)
PAPER VII – LOGISTICS AND SUPPLY CHAIN MANAGEMENT IN
HEALTHCARE SERVICES
*Q.P. Code : 435027***

Time : Three hours

Answer ALL Questions

Maximum : 100 Marks

I. Elaborate on:

(2 x 20 = 40)

1. Compare and contrast the features of public and private warehouses. How the cold chain concept is relevant in healthcare logistics?
2. Discuss different modes of transportation.

II. Write notes on:

(10 x 6 = 60)

1. Explain the elements of order processing.
2. Explain the seven principles of supply chain management.
3. Write short notes on integrated logistics management.
4. Compare and contrast different types of warehouses.
5. Discuss how to improve warehouse productivity.
6. Describe the methods of logistics audit.
7. Explain customer service audit.
8. Explain the process view of supply chain management.
9. Explain the various levels of customer service.
10. Discuss the purpose of letter of credit. Enumerate different types of letters of credit.

THE TAMIL NADU DR. M.G.R. MEDICAL UNIVERSITY

[AHS 0523]

MAY 2023

Sub. Code: 5027

**MASTER OF HOSPITAL ADMINISTRATION (AHS)
FIRST YEAR (Candidates admitted in 2020-2021)
PAPER VII – LOGISTICS AND SUPPLY CHAIN MANAGEMENT IN
HEALTHCARE SERVICES**

Q.P. Code: 435027

Time : Three hours

Answer ALL Questions

Maximum : 100 Marks

I. Elaborate on:

(2 x 20 = 40)

1. Compare and contrast the features of public and private warehouses. How the cold chain concept is relevant in healthcare logistics?
2. Discuss different modes of transportation.

II. Write notes on:

(10 x 6 = 60)

1. Explain the elements of order processing.
2. Explain the seven principles of supply chain management.
3. Write short notes on integrated logistics management.
4. Compare and contrast different types of warehouses.
5. Discuss how to improve warehouse productivity.
6. Describe the methods of logistics audit.
7. Explain customer service audit.
8. Explain the process view of supply chain management.
9. Explain the various levels of customer service.
10. Discuss the purpose of letter of credit. Enumerate different types of letters of credit.

THE TAMIL NADU DR. M.G.R. MEDICAL UNIVERSITY

[AHS 1023]

OCTOBER 2023

Sub. Code: 5027

**MASTER OF HOSPITAL ADMINISTRATION (AHS)
FIRST YEAR (From 2020-2021 onwards)
PAPER VII – LOGISTICS AND SUPPLY CHAIN MANAGEMENT IN
HEALTHCARE SERVICES**

Q.P. Code: 435027

Time : Three hours

Answer ALL Questions

Maximum : 100 Marks

I. Elaborate on:

(2 x 20 = 40)

1. Enumerate the components of customer order cycle. How to relate them with order processing and information systems?
2. Compare and contrast different modes of transportation.

II. Write notes on:

(10 x 6 = 60)

1. Information and communication technology applications can optimize logistics cost – Justify this statement.
2. How logistics can serve healthcare sector?
3. Explain the seven principles of supply chain management.
4. What are the challenges faced in Hospital inventory management?
5. Discuss briefly on customer order cycle.
6. What is the role of cold chain in healthcare logistics?
7. Explain the process view of supply chain management.
8. Describe the methods of logistics audit.
9. Explain the role of packing in the context of warehouse productivity. Enlist major activities in warehousing operations.
10. Discuss the unique features healthcare supply chain management.
