

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.
